



Lyme Regis Tourist Information Centre

Consultation Response Appendices

Appendix 1 - All text comments – redacted

**Appendix 2 Lyme Regis TIC ‘Public’ Drop In Session
Feedback – 22 Jan 2020**

Appendix 3 – Consultation Questionnaire

Appendix 4 - Additional responses

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for Dorset Council

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Appendix1 – All text comments - redacted

Q14 Option 1 Why do you think this?
* Loss of contact for visitors using local businesses/accommodation and amenities with staff with local knowledge. * Loss of sales point for local performances and events * Impact on the economy of the town and area. * Loss of information about local transport links especially temporary disruption through roadworks, industrial action and seasonal timetable changes.
?
1) For face to face people when I am asking for help or advice. Also I do not own a computer. The present staff of the Lyme TIC are really helpful. Also it is so easy for me to get tickets there for local events. 2 Also I know visitors to Lyme from abroad have found them very helpful. 3) Footpaths, dangerous paths, divers and tide safety are very important to visitors and locals. The staff at the TIC are very knowledgeable on these things.
1) I collect pamphlets for myself and visitors (both local and countrywide ie B&B brochures 2) I buy marine theatre tickets here 3) I collect local Lyme Paper - Midweek Herald, Marshwood Vale magazine 4) I use a computer but do not buy online - ie tickets etc 5) Any queries about local events etc are dealt with by efficient staff.
1) Regularly have lost items in Holmbush carpark handed in to us. Currently contact TIC. 2) Have regular visitors to the area, call in for information we suggest they contact TIC. Where do we send them if no TIC??
1) The TIC is able to sell tickets and allocate seats to our shows. The theatre cannot do this. 2) The TIC provides information about each show and answers questions from the them. FAQ would never cover the range. 3) The TIC provides advice on access (particularly for those with special needs) drop off possibilities, parking, info about public transport, etc. 4) It caters for not only tourists, but residents of Lyme and outlying villages. 5) The TIC provides feedback to the Players on interest, sales and the questions visitors ask.
1) Useful for info re buses 2) buying theatre tickets 3) our visitors use it for general info 4) our visitors use it to find accommodation
1. Our visitors love the Charmouth Heritage Coast Centre. It give an friendly informative introduction to a visit in this area. The TIC at Lyme should be rebranded as a visitor/ Jurassic Coast welcome centre. ** Tourism is THE main income for this area. 2. We use it to update ourselves on attractions, amenities and facilities in Lyme Regis 3. Some of our visitors use it.
1. A web site, and especially the Visit Dorset as currently configured (it's pretty hopeless), cannot provide the interactive and discursive interaction provided by the TIC. 2. It is very difficult to understand why the Council does not think operating a TIC is a town where the main business is tourism a suitable expenditure. 3. If it is possible to operate a TIC in Bridport, why not Lyme Regis ?

<p>1. It is the primary source of visitor information, leaflets, updates etc for providing to and advising guests who rent our adjacent ex-Granny flat as a holiday let. 2. We use it for booking theatre tickets and checking on local town events. 3. As active volunteers for a number of community organisations, we find the TIC invaluable as a local hub and publicity outlet.</p>
<p>1. The TIC provides local information which is much more detailed than is available via the website. 2. The ability to purchase Marine Theatre tickets would be greatly missed</p>
<p>50% of our last minute bookings come from the TIC. This would hugely impact on our business. Although I think a touch screen would be beneficial anyway in addition to the TIC - I don't believe this would replace the face to face TIC. The people that are using the TIC are not going to find a screen in town and start scrolling through to find accommodation. And as it's last minute, on the day availability, you would have to employ someone to update this throughout the day every day anyway which doesn't make sense either. The joy of liaising with the TIC is that it's all in real time and you can be recommended to somewhere very quickly based on your requirements.</p>
<p>A brilliant resource of what is going on in the town with helpful knowledgeable staff. Send visitors there and refer them for accomodation</p>
<p>A face to face service is always more valuable to people, especially those in a foreign environment like a town they're visiting. As a result, I believe closing the TIC would repel tourists from the area and thus have a knock on effect on the towns local businesses and organisations. The Visit Dorset website would almost certainly not make up for the quality and quantity of information provided by the TIC furthermore having an actual friendly face in the form of TIC staff is worth its weight in gold.</p>
<p>A face to face service offers the opportunity to discuss places to visit and things to do around Lyme. If we know already what we want to do it is easy to look up, opening times etc online but does not develop new possibilities for extending our visit.</p>
<p>A lot of local people use the services the TIC offer such as Theatre tickets, bus timetables, parking permits e.t.c and I would say invaluable to those elderly locals to whom this could be the only contact they have with others during the week & The TIC are so friendly and helpful it would be a shame to lose them. I also work in the town and regularly direct tourists to the TIC all of whom are pleased to be able to 'talk to a person' rather than go online.</p>
<p>A lot of people rely on the TIC, myself included. Lyme Regis has an ageing population who do not use IT</p>
<p>A machine cannot replace the wonderful service provided by the staff in Lyme's TIC office.</p>
<p>A personal face to face service is the best way of providing a service to individuals. The warmth and feeling of a real life person who has a passion and interest for the area is invaluable. Online can be the most frustrating and off putting way of offering a service which ends up being substandard and doesn't not always offer all options, only frustrations.</p>
<p>A personal service, vital info on all aspects of tourism in Dorset. Absolute madness to be thinking of closing it.</p>
<p>A physical presence in the town is a god thing to have</p>
<p>A place without friendly tourist guidance soon loses tourists.</p>
<p>A real person to answer queries has NO REPLACEMENT</p>
<p>A tic is an important source in any town</p>
<p>A tourist town needs somewhere for people to go for information internet is not always possible in a town like lyme and the age group of visitors</p>
<p>A town such as Lyme Regis which is heavily dependent on tourism & visitors. As a consequence so are both the Town Council & the County Council. We feel that both of these bodies should provide a proper tic to serve the visitors who support the whole local community including both Councils.</p>

A VERY USEFUL AND KNOWLEDGEABLE INFORMATION CENTRE ON ALL THINGS PERTINENT TO LYME REGIS AND SURROUNDING AREA. POINT OF CONTACT FOR THEATRE ETC TICKETS. INFORMATION POINT FOR BUS INFORMATION/ ROAD INFORMATION.
A very useful place to send friends and family to while on holiday. Also, useful to us for walking maps, tide times etc...
A vital part of tourism to Lyme Regis.
A web site is no substitute for the ability to browse leaflets and information, it takes away the element of serendipity. Good paid local staff are able to offer informed local information and tailor it to the circumstances of the person they are dealing with.
A website has no human element, no ability to second guess what the tourist wants by a visual assessment of them, their facial expression, tone of voice. Our vacation let left us a wealth of information but we still visited the TIC as we believed that the personal approach / local person on the ground knowledge is essential to maintain excellent tourist trade. Please find a venue to continue this service within the town somewhere - anywhere!
A website is all well and good but it can not replace personal local knowledge
A website is fine but sometimes you just need to talk a real person in order to get the help and information you require.
a) as a volunteer at Charmouth Community Library which is the Tourist Information Point for Charmouth, I/we frequently refer visitors to Lyme TIC for a more comprehensive service. b) as above, I go to LRTIC for tourist advice/info on behalf of Charmouth TIP b) as an individual I go to LRTIC for leaflets/info for myself and with personal visitors
Access to Marine theatre tickets - not always able to go when theatre is open Ability to gather brochures and local information to give to our visitors or send them in advance of their visits- not all are confident IT users(in their 80s). Buy monthly bus passes - would not know where else to go locally. A lot of tourists out of season are elderly. They value local knowledge and advice which is available through the extremely helpful staff. They are unlikely to find information through a computer.
All Tics are an invaluable source of information. We always use Tics when visiting a town for information on what to do, eating out, maps, events etc . It would be a sad loss to Lyme Regis to see the TIC closing completely.
Although I can buy my Marine Theatre tickets elsewhere it is always a pleasure to support the welcoming efficient team in the TIC and see them doing a great job representing Lyme Regis with visitors.
Although Lyme Regis is lovely for all ages, there are quite a number of older people who enjoy holidaying in this area and like myself don't want to spend ages in front of a computer screen.
Although only a visitor I have had advise from the TIC on each visit - their professional and detailed advise has been tailored to meet my needs through face to face discussion. It has often indirectly led to many being spent in the area. (I stress the TIC have given general advice and not promoted particularly companies).
Always a good place to come and find out what's on - bring visitors to plan time spent here, catch up on local news, buy books, cards, wraps etc.
An effective TIC is vital to help promote local businesses and services. Any resort town such as Lyme should be proud of this and use it as a vehicle for self promotion. A resort town without a TIC represents a town in decline and one that does not value or want to invest in its tourist industry. Why should visitors come here if the town can't be bothered to provide them with helpful advice and information?
AN EMPLOYEE GIVES LOCAL KNOWLEDGE AND RECOMMENDATION WHICH CAN NEVER BE REPLACED BY MACHINES

<p>Any other option is unsatisfactory. Face to face is a personal service which touch screen / websites cannot provide. Face to face represents the town its facilities and warmth and welcome. Lyme Regis is special and should remain so. We pay rates for series which TIC is part of and should be kept as is, if necessary in an alternative venue.</p>
<p>Anyone visiting Lyme needs to be made to feel welcome. The permanent staff at the visitors centre provide this. Volunteers would lack the sort of indepth knowledge experience staff have at their fingertips this cannot be replaced with any automated machines.</p>
<p>As a first time visitor nothing can beat a hands on opportunity to browse information and ask questions if necessary. I note that on page 1, the LRTC wish to occupy the space to improve access to their services. What about the public accessing tourist information?</p>
<p>As a local I have when asked suggested visitors go to the TIC to get information and details of all the great things happening locally. However I have also signposted several people in the last year to TIC for more urgent help...people whose tent was blown away and needed accomdation, people who needed help to know where a wheelchair could , people who had lost their phone (4 occasions and all returned)...this is a hub, a nucleus to help and support our visitors to have a great experince when visiting. it also gives locals confidnece to have somewhere to advise for this help.</p>
<p>As a local parent of young children we use the TIC regularly to find out what's going on locally & to buy/book tickets. I don't always have the time to do this online. We enjoy the face to face interaction & information we receive. Also as a non driver it is vital to me to have access to current local bus timetables throughout the year.</p>
<p>As a local resident it will be detrimental to the town's future and prosperity.</p>
<p>As a long-term resident of Lyme, I use the tourist office regularly for information on what's on, the ngs garden scheme, residents parking permit, theatre tickets, local opening times, Christmas events and shopping. must called events ..and other local information. .they are always extreme helpful and we'll informed. I woUld be very sad to see this useful to residents and tourists alike excellent facility closed..</p>
<p>As a Marine Theatre member the TIC do a lot to promote/sell tickets. I also appreciate the staffs' expertise re general town /tourism information. and I , in common with many, want to TALK to a person.</p>
<p>As a new resident to Lyme Regis it is a very helpful point for local information.</p>
<p>As a person in charge of fundraising we rely on TIC selling tickets for us and also advertising our events.</p>
<p>As a regular visitor to Lyme it is important to be able to find out about the local events, activities and places to see and stay. I can look online but there is nothing to beat face to face interaction with a knowledgeable person to stimulate other ideas and be encouraged and enthused to see and do other things in the area not previously known about or considered</p>
<p>As a regular visitor to Lyme it's the first place I go to to, find out bus times, what's on, but postcards, get maps, leaflets and TALK to the lovely friendly knowledgeable staff..... certainly don't want anything interactive!!!!</p>
<p>As a regular visitor to Lyme Regis where we spend quite a bit of money in accommodation, eating out and other attractions my first point of call is the TIC as I prefer to ask experts my questions about what to do re travel and entertainment in the area</p>
<p>As a regular visitor to this TIC I think it would be so disappointing for it to close.</p>
<p>As a resident of a town which relies on tourism, to disband the tic is ridiculous...adverse effect on visitor experience means a drop in income for Lyme in future, and a negative impact on opportunities for those who live here...less employment opportunities, facilities and services</p>

As a resident of the Town I am very much aware of how intensely the TIC is used and what a favourable impression it gives to visitors. The staff are very helpful and well informed - nothing is too much trouble for them. I am also a volunteer at the Marine Theatre and - with my fellow volunteers - have long been conscious of the valuable support given to the theatre by the TIC, not only by selling theatre tickets but by maintaining an up-to-date display of forthcoming productions, both internally at the office and with a window display which is highly visible at street level. The staff there collectively represent the "Welcome to Lyme Regis" message - in human form rather than on a computer screen.

As a resident we use the TIC for purchasing and booking different activities. My B and B visitors use the facility for holiday information. I think it is extremely shortsighted to think about closing a valuable asset within our town.

As a resident with visitors we use the tic every week for current information about theatre tickets ,bus timetables, souvenirs and cafes Not everyone as assess to internet

AS a tourist, face to face advice, information and support is the only way to enhance visitor experience especially for the older tourist who is not internet savvy and doesn't want to stand in the rain at a self service capability. My experience of Lyme Regis would have been much poorer had the face to face contact not been available.

As a very frequent visitor to the town I really value the opportunity to browse information about current local activities and attractions and those further afield when planning how to spend time in Lyme and the surrounding area. It is useful to be able to ask questions and seek advice from the friendly well informed staff who are enthusiastic, know the area well and can help with bookings etc.

As a visitor from an other country it is the best to talk to a person. I know that espially Lyme has a lot of them and met not only a few who had difficulties with the language. The online platform visit-dorset is ok for general ideas, but people often don't take the time to read it all through. They would miss important things like tide times ist or safety rules. It is sad but people are like this. The TIC can hand out timetables for the tides in paper so one can have a look at them on the beach. They can also warn you if the conditions have changed recently at the local beaches. Theese two important things can't be done by a mashine or an online platform.

As a visitor to Lyme Regis, it's important to me to have somewhere where I can talk to someone face to face and get advice about the local area. This morning a very helpful person shared some walks in and around Lyme Regis ranked them on a map which she gave me and gave me advice based on the kind of walk I told her I was looking for.

As a visitor to the town I like to talk to someone with knowledge of the area and I like to ask questions answered rather than looking it up on the internet. Also, being a visitor from another country it's not always convenient to use the internet.

As a volunteer at the museum I am regularly asked for information and always refer visitors to the TIC. This is a much needed service for the town. Losing face to face support for visitors (the towns main income source) is a massive mistake when your main business is tourism.

As an Airbnb host I see the vast majority of our guests benefitting hugely from the staff and facility of the TIC. The TIC is often mentioned by guests when talking about how great Lyme is as a holiday destination. Guests who have tried to find information online have in many cases failed to find what they were looking for only to get the information - information that works more particularly for them through face to face friendly advice at the TIC and its experienced staff who know Lyme well and are able to make useful recommendations. This all helps our guests to get the most out of their visit to Lyme than they might have done otherwise. The TIC and its staff are the face of Lyme Regis and are an essential resource. I can only suggest that those who think an online portal will deliver the goods have never themselves visited or used the TIC.

As an annual visitor to Lyme Regis for courses I find it SO useful. And I think there are so many tourists who would use it as Lyme is such an attraction.

<p>As banks say when they want to save money and close branches "due to reduction in footfall and people preferring to bank online". This is the same. There were always queues in banks which contradicts their reasoning and there are often queues of people in the TIC. Not everyone wants to do everything online. Do you not consider the demographics? The mainstay of the Marine Theatre audiences are 50 plus. Many tourists are retired. No banks, no cinema, no tourist information centre, Cuts, Cuts Cuts. Is not the age of austerity over?</p>
<p>As I am in the older generation age group it is nice to speak to some one and not to a machine not everybody can go on line</p>
<p>As I don't have internet access visiting TIC have been v. useful + helpful. Friendly team + able to ask questions + get information 'outside the box' Good variety of leaflets available of local events</p>
<p>As I work in a local shop and we talk to alot of visitors and direct them to the TIC all the time</p>
<p>As it's a holiday destination i think that closing the TIC would impact of local businesses</p>
<p>As local artists TIC support us by selling our cards. We support them by using their information centre. I have bought maps there, picked up guides, catalogues and leaflets for so many different attractions. I often have visitors staying with me who need these leaflets and brochures. Not everyone is comfortable using a computer, particularly older people.</p>
<p>As many tourists approach the lifeguard tower for advice and questions our first response is to contact the TIC if it is something we are unable to answer and they provide a lot of support to us in response</p>
<p>As my husband and I are very keen walkers ...regular members to the Marine Theatre ,...users of the local bus servicesthe information given by the very friendly staff on all of these activities is so important ,there is nothing to replace face to face contact ,while we are computer literate some people aren't and the T I C is there only port of call . Also living in this beautiful part of the country we do have a lot of family /friends visiting and while we help with information on the area the T I C are usually on thier list for advice .</p>
<p>As pensioners we like to come face to face to get information. The staff are always helpful. Much needed</p>
<p>As somebody who works to empower vulnerable people in Lyme I direct/accompany them to access information or to access local events That help their recovery and wellbeing. Often the very people who most need to do this are those who have least access to IT or have little or no IT skills. I also believe that by losing the ticket buying facility we would endanger local jobs and successful community organisations. Booth are VERY important for the physical and mental wellbeing of local residents.</p>
<p>As someone who is recently widowed I enjoy interaction with real people so visits to the post office, supermarket and other shops, theatre and, of course, the TIC are important to me. I regularly use the TIC to buy theatre tickets, get up to date info on local services and events and such information is always provided with smiling efficiency by the team at the TIC. There is a creeping switch to replace people with technology and I find such moves present someone like me with an increasingly depressing outlook. The banks are fast disappearing; I am being asked to switch to automatic check-outs at the supermarket and this growing trend is adding to the loneliness of more and more people, particularly the older generation (I am 75)</p>
<p>As the owner of a restaurant business in a town that is founded on tourism, it seems non-sensical to cut this type of service. Adapt it, relocate it, change it to match current needs - yes - but simply cutting it when there are clearly alternative locations available does not seem like a logical decision for a town that is hugely dependent on tourists.</p>
<p>As we also have a campsite & are always sending visitors there. Face to face interaction is essentail</p>
<p>As we know Lyme Regis heavily relies on tourism for its economy which the TIC in its own unique way is heavily linked to . Not only does it provide a wealth of local knowledge to visitors but also gets involved and promotes local events keeping the rural community spirit which is so needed .</p>

<p>At Pecorama we monitor each of our local TIC's to gain information on the footfall gained from visitors that have visited the TIC's. Historically Lyme Regis TIC has sent a high number of visitors to our tourist attraction. By closing this type of resource is just another unnecessary cut back. We are trying to increase tourism in our area of East Devon and Dorset, not cutting back on essential establishments such as this!</p>
<p>Because you haven't give a reasonable choice between "To some extent" and "A great deal" which is where it would affect me, so I have chosen "A great deal". Whenever I have been in the TIC during the holiday season - for tickets, etc. I always seem to have to wait while tourists are checking with the staff for last minute accomodation; asking about tide times or buying maps/gifts. This sort of service reflects well on a town.</p>
<p>Because there would be no face to face TIC facility at which to obtain information on Lyme events and initiatives.</p>
<p>Because a human interface is a vital part of knowing what's going on in our town</p>
<p>Because a town reliant on tourism needs to provide a face-to-face service for information about the town</p>
<p>Because an online service would be unable to give me the personal interaction I prefer.</p>
<p>Because as well as being a visitor, we are involved in local business and always recommend visitors to visit here.</p>
<p>Because every person who visits us makes use of the Tourist Information Centre. It is very valuable to the town in terms of accommodation and other facilities.</p>
<p>Because face to face interaction with knowledgeable, friendly staff enhances my experience of living in Lyme Regis and also that of many visitors.</p>
<p>Because face to face service is increasingly important in these technological age and the staff in the TIC do a fantastic job not only with tourist information but, particularly, as the very public face of the Marine Theatre in Lyme Regis which would be substantively affected by the closure of the TIC.</p>
<p>Because for many years I had a great deal of help with personal booking and charitable enterprises over the last 30 plus years by talking to a real person.</p>
<p>because having this in the town is really important for the community as a whole supporting and working with local business and the local community</p>
<p>Because I believe a TIC with knowledgable staff who can easily found by visitors and tourists is an essential asset to a primarily holiday destination such as Lyme Regis. I have very often advised visitors and tourists to visit the current TIC to obtain information. The proposed alternatives will not replace the current friendly face to face service provided by the TIC, that visitors and tourists find so vital.</p>
<p>Because I don't like using online info searching overly much</p>
<p>Because I need to keep up with what 's going on locally and to share the information with my family and friends.</p>
<p>because I need to know what makes Lyme special, what is going on, and get hold of tourist info on places, events and purchase maps and Dorset Tea!</p>
<p>because i think it's very important to have a place where people can come, and have a trustworthy source to get information about local attractions</p>
<p>Because I use the friendly and efficient service to find out about events in Lyme Regis plus the surrounding county. Also the items they have on sale are interesting and good value. I have also bought alot of The Marine theatre tickets through the TIC.</p>
<p>Because i use the TIC for many different services from tickets to gifts</p>
<p>Because I use the tourist office a lot. Every time I visit the office is busy. The staff are extremely pleasant and useful. The tourist office is a great asset for Lyme Regis. I pick up leaflets, bus timetables, buy things, book theatre tickets etc.</p>
<p>Because it is a great service in proving a welcoming stay in Lyme and has acts as a way to attract future visitors back</p>

<p>Because it is a reliable place to book events for those of us who are not online and is a great asset to many friends who stay here resulting in increased turnover for events and tourist facilities here. I would have thought that was obvious to a person of normal intelligence.</p>
<p>Because it is my first port of call for information about local events and it is where I buy theatre tickets. It will also have a detrimental affect on the major local industry which is, unarguably, tourism and diminish footfall, thereby impacting my experience of the currently very high standard of service provided by local venues. it is totally untenable that such a vibrant and successful tourist town should not have a professionally staffed Tourist Information Centre,</p>
<p>Because it is where many people find out about performances at / buy tickets for the Marine Theatre</p>
<p>Because it provides a valuable service to locals and visitors alike. You always get an efficient, friendly and knowable response to queries or requests for tickets. It must NOT be allowed to close!</p>
<p>Because local knowledge and tips cannot be tailored to your immediate situation by a a touch screen terminal you need a human for that who can communicate and I think it would be a sad loss to Lyme Regis and a backward step to save a few pounds, the value speaking to a human cannot be underestimated when it comes to imparting local knowledge and promoting local business.</p>
<p>Because me and my friends use the TIC to refill our water bottles which helps not only us but also the environment. Moreover, the services of the TIC are extremely helpful because they have helped us find lost property such as phones and bags etc. We are local skateboarders and the staff are very nice and friendly and without them there wouldn't be anyone to help us.</p>
<p>Because online is never as straight forward as a face to face encounter. The ladies there are always friendly, welcoming and offer information on all local amenities including walks, accommodation, festivals and events, transport and timetables. It is a focus for the town and people matter, not screens.</p>
<p>Because online is not good for me.</p>
<p>Because people still value being able to get advice and direction from a person. This is part of the service Lyme Regis should give to its tourists.</p>
<p>Because people use the tourist information to book hotels ,see what's around, book theatre , ask about where to eat Whatto see</p>
<p>Because personal contact with those working in the TIC is always rewarding due to their pleasant helpful manner; this is worth more than money. They provide a wealth of local information and leaflets which I can give to visitors; not everyone relies on computers or digital means of accessing information, especially on the move when wifi isn't always available.</p>
<p>Because the help and guidance they provide is very useful, both about things available to do and accommodation. The team are very helpful and part of the community supporting visitors</p>
<p>Because the Lyme Regis TIC is a mine of local information that I doubt we would be able to find by other means. They were able to tell us about events that were happening in the town over the weekend we were there.</p>
<p>Because the network of TICS promote the whole of Dorset not just their own immediate area. All the tourism related businesses in Dorset rely on the interlocking nature of the promotion of the whole of Dorset.</p>
<p>Because the staff are extremely helpful and have local knowledge. The variety of information that is there enabling you to browse. The problem with anything online is that you need to know specifically what to ask initially .</p>
<p>Because the staff have a detailed knowledge of the location not just tourist information. They will go out of their way to help out with all sorts of queries and enquiries that cannot be answered on line. They are always pleasant and informative and very much reflect the atmosphere and ethos of Lyme Regis. It is so nice to receive personal contact and attention and not have to rely once again on an impersonal screen.</p>

Because the TIC provides a friendly knowledgeable face on Lyme Regis offering a huge amount of information, support and advice to residents as well as tourists.
Because the towns information and attractions will not get to be advertised well therefore decreasing trade around the town.
Because the work they do in promoting the theatre and selling tickets for performances could not be replaced by a screen. Ditto for all the other charities and community organisations for when they provide a vital point of contact for the thousand of visitors who arrive in Lyme and need advice on where to stay, where to eat, what to do, how to plan safe beach visits etc.
Because there is no substitute for face to face competent advice and welcome to the area by those who know it and are interested in its success and the employment of welcome visitors.
Because they are great at informing of local events and activities
Because they sale many things in the TIC. Car park passes and theatre tickets. They are a mind of information which no computer can deliver. We are a major resort and every town should have a TIC. Find another place for it to be in. We need it - it's. not only about money, and visitors expect a TIC to be here. I'm appalled this is happening.
Because we buy our Marine Theatre tickets there and the theatre depends on this service.
Because we get business sent to us from the Lyme Tourist Office, it would be a great loss not to have them there helping local businesses!
Because we need a source of local knowledge in order to make the most of visits to Lyme Regis
Because we use them regularly to book tickets especially for the marine theatre and folk weekend
Because we won't be able to advertise our concerts or sell tickets. A tourist town such as Lyme needs a face to face contact.
Being able to speak to a person is very important. I have always had excellent service from Lyme Regis TIC.
Being able to talk to someone about the locality and things that are going on is a service that should be increased not disbanded.
Booking and collecting Marine Theatre tickets would cease. Obtaining information regarding seating, start times and popularity of events at the Theatre would not be available No longer able to obtain up to date bus time tables. No longer possible to browse local events and attractions for visitors to our home.
Box office support for the Marine , local information regarding walks, cycling, and other local activities
Cannot beat having a real person to talk to
Coming from another country, it was nice to speak to a local who could help us navigate the town and offer suggestions on what sites to see. Human contact is much more helpful, especially as we age.
Currently, the tic staff provide an excellent service. They offer advice and help us to find the information we seek, and they issue our parking permits. We should celebrate this and build on its success. A touchscreen would be a very poor alternative -almost laughable. By the way, I am concerned about the dishonest way in which only these particular options are offered. If the current premises really are no longer tenable, then alternative premises on the front could be found. IT IS DISHONEST TO CONDUCT A SURVEY GIVING ONLY THE OPTIONS THAT THE COUNCIL WANTS.
Customers go into the centre asking for places to stray in and out of season, providing an invaluable service for our customers.
Demographic of lyme both residents and visitors suggests online. Info is as important as is suggested.
Disability and difficult to navigate digital displays. This survey is being completed with the assistance of somebody typing my words. I need somebody to talk to me so I can understand.
Due to the ability of a person being able to answer responses far better than a web site.

<p>During our first visit to Lyme Regis (end Dec) The TIC was very helpful in ensuring we made the most of our stay. We had a good visit and would hope to return. Without the TIC I wonder if a future trip would be as successful and whether our local spend as positive for the community</p>
<p>Each year get tide tables for Lyme Bay, either in person or as last few years, pay and postage over the phone. Knowledge of B&Bs in area.</p>
<p>Essential service for such a tourist orientated town. I consider it an important facility for customers who book my holiday accommodation.</p>
<p>Even though a local resident I feel strongly that the town needs a focal point for information. The help and advice from the staff is great and they do a great service for the theatre which is another vital part of town life. Online services do not provide this kind of service and to my mind is a lazy and cost cutting means of trying to provide the same service. This town is about people interacting with people and the TIC is an important part of that process. Take that away and the town loses part of its identity</p>
<p>Every time we visit Lyme Regis for a day out we pop in to the Lyme Regis TIC. They are friendly and knowledgeable regarding local events and businesses and what's on and what's new etc. It will be more difficult without them to access such info. If they close I may end up going to Bridport instead as they have a useful TIC</p>
<p>Everyone uses the tourist information to get around the town</p>
<p>Extremely useful for picking up leaflets, obtaining information on the area. Great selection of charity Christmas cards. Staff always able to answer questions</p>
<p>Face to face advice for visitors wishing advice to stay. Local knowledge of amenities.</p>
<p>Face to face communication encourages and informs people about the town and what is available and benefits local traders. A touch screen cannot achieve this.</p>
<p>Face to face communication is essential - human contact and helpful chats with staff make for a great visit. You can also ask questions you could get an answer for on a website. Also face to face is essential for equalities reasons - meetings everyones communication needs</p>
<p>face to face communications is always preferable to a screen. You can't beat human contact. It gives a warmer welcome and better impression of the place.</p>
<p>Face to face contact at the TIC is a valuable resource for Lyme and a valuable PR resource for our visitors</p>
<p>Face to face contact remains important even in this technological age</p>
<p>Face to face contact very important especially for visitors. There is nothing like talking to people with local knowledge. A website cannot do this.</p>
<p>Face to face enquiries and interaction is so much what tourist information is about. It is an essential part of the human experience of sharing enjoyment and appreciation of place and time. It would be a big mistake to lose this facility. Can you raise the local precept and place a tourist tax on Air B&B to pay for this? £87k is not a lot of money.</p>
<p>Face to face help and advice much more effective than any other type of help</p>
<p>Face to face help and it effects the town in general. . .lyme is a big tourist destination, have to have a tic</p>
<p>Face to face interaction is always preferable</p>
<p>Face to face interaction is incredibly important. I used to work for the National Park Service and I can't imagine any reason why you would think closure of a Visitor Center is a good idea. Save money elsewhere. The area is a HUGE tourist area and it needs someplace where tourists can go and ask questions and not be directed to an impersonal FAQ webpage!</p>

<p>Face to face is a friendly interaction for any visitor. It adds to the experience of visiting a new place and helps to find the best suited things for their needs . Only a conversation reveals the 'OOh moment' of 'You might like this' or "there is a place that does that a short distance away'...Or 'let me call and see' All of these have happened to me in TIC's in Dorset and usually add depth and colour to trips and adventures for all. It would be miserable to be trawling the net or a 'site' designed to help which would be so stultifying it would not be worth using (experience from other places makes that comment)</p>
<p>Face to face is always better. The interaction can NOT be replaced. During a conversation like this it brings up things you may not have thought about. Many people, such as myself, hate to do things online! A place such as this needs to be central and open throughout the year.</p>
<p>Face to face is important tourist information. Help so much. I don't want to spend time going through websites. not everyone is plugged into mains.</p>
<p>Face to face is required for specific queries. There is nothing like local knowledge.</p>
<p>Face to face is still so relevant, people often get more from a person, than just a screen. They can ask for recommendations, personal experiences which you can not from a screen. They also help sell tickets & permits which if you went online to do you would not get as quickly by going through the website.</p>
<p>Face to face is the most important part of the service. Even as a local resident, chats for extra info to web sites and the ability to purchase tickets and goods and pick up brochures frequently used for myself and our visitors.</p>
<p>Face to face is useful for:- 1. Buying tickets and discussing schedule time for Marine Ticket events (I had my Credit Card cloned using the ticket web site). 2. Obtaining advanced winter and spring bus time tables, I use the Charmouth to Lyme Bus at least once a week. 3. Discussing and getting advise on activities, events and attractions to take our grandchildren too.</p>
<p>Face to face or over the phone interaction is invaluable. Be it for purchasing tickets, booking accommodation, finding out about walks in the area or tide times, whatever information is required the transaction goes much more smoothly and is far more enjoyable when speaking to a person.</p>
<p>Face to face provides opportunity to ask questions and buy printed information maps etc.</p>
<p>Face to face service is essential in this area of the country, with an older than average age group of people who do not have access to the internet. We run a family activity business where people are encouraged to use the TICs and our goods are available for sale in the TICs, so again people go in to buy and also need access to the kind of service that can only be found at the TIC.</p>
<p>Face to face service is essential in this area of the country, with an older than average age group of people who do not have access to the internet. We run a holiday business where people need access to the kind of service that can only be found at the TIC.</p>
<p>Face to face service is extremely important. An automated service or website is bland, impersonal and cold. Excellent customer service promotes business and repeat visits. Lyme Regis deserves this service. It will be a very sad day if we were to lose it. A lot of retired people prefer face to face service. I am not retired but I value human interaction and all the benefits it brings to the community.</p>
<p>Face to face service is far preferable to a touch screen or telephone service.</p>
<p>Face to face service provides the opportunity to find out more than you go in for. Opportunity to discover history, not thought of adventures and information of hidden treasures in the town and surrounding area. Machines can't do that. Enough of the touch screen culture. Keep the friendly, knowledgeable people, happy to share their love of Lyme Regis and Dorset</p>
<p>Face to face service very valued. Use the TIC for Marine Theatre tickets. Appreciate and agree that there is a booking fee that helps support the TIC.</p>
<p>Face to face tourist advice, theatre tickets, wheelchair booking etc will all disappear. The TIC is an important part of Lyme Regis life but should be on the main High Street not tucked away where it currently is at the end of town.</p>

Face to face tourist centers are invaluable for helping and encouraging tourists. They provide an opportunity to discuss things to do in the area and other tourist interests. Without a face to face service, choices would be more limited, and many would not bother at all.
Far more useful to residents than the town council offices
First time visit to the town that was enjoyed and therefore intend returning. Information give at the Tourist Information was useful, would maybe not be revisiting if I had not been in the TIC.
Friends visit and love the TIC, people visiting the town love the TIC. Great info and helpful.
From previous experience elsewhere, moving it from a prominent central position makes it almost useless to visitors who will be the biggest users.
Generally detrimental to the town, partly to my business loss & a disappointment to our many visitors who, although using mobile information, still need face to face assistance. It is always good for a locality to have a general information hub. LRTIC has always served the public with a huge range of assistance in many ways in a generally pleasing way..
great office with lots of information on local events, walking, safety information . As the box office for the Marine it is vital for face to face interation and bookings
Great source of reference material, local information. Face to face contact, excellent staff, keeps us informed about events and keeps us coming back to Lyme and recommending to others. Great supply of maps and books and local gifts / produce.
Great to go in get tickets to events and find out abouts what's going on from the friendly staff
Guests are often new to the area & mostly elderly who like to find leaflets about places to visit & often comment in our visitors book how useful the T I C has been.
Have bought tickets through TIC. Obtain information on local events and their timings. I think TIC provides a valuable service to visitors. Many visitors would not look online.
Have collected tickets there, bought items in shop and sought some information.
Having humans who can not only advise and guide tourists around the city by imparting information that anyone can understand. We have many visitors who enjoy visiting Lyme and surrounding areas, the vast majority of them have used the tourist information office more than once. We may live in a technological age, but please, don't sell everything to the devil, keep the human touch, it's more vital than you realise.
Having knowledgeable people available that can answer even the most obscure question about Lyme and it's Local services is a great benefit
Having no presence in Lyme Regis will cause confusion and potential threat to the locals and visitors in Lyme - Lyme is a unique town that is already struggling with it's popularity, and having a knowledgable and well informed office for people to visit can help with such matters as tidal safety, safe navigation around the local area, as well as the positive benefits provided to the elderly of having a one stop shop for any of their concerns and queries.
Having taken part in local events e.g. at the Town Mill, the TIC is an important source of visitors to such events as it not only stocks flyers, but also directs people who don't k. now the town well - not everywhere in Lyme is easy to find.
Having worked in the Marine Theatre, I used the TIC a great deal. Taking visitors in to get required information on places to stay, travel and being aware of all that goes on in Lyme Regis. They were extremely helpful selling Theatre tickets, for which we paid. It is sad that they have to move out of their office, but I am sure with all the changes we see in Lyme, we should be able to find them a space somewhere to continue their fantastic service for the town. Are there any spaces behind the Post Office, an area well used by visitors; although often when we go in there, a lot of areas are not working. Another thought is are there no shops or Estate Agents with some space to spare. Unhappily I had an accident 18 months ago and have not been able to visit the TIC as I did, but when I get asked for info about the town etc. I always refer them to the TIC. I have to admit to phoning the office for any help I need, but I know where to follow up info. given to me - unlike a visitor.

<p>Help and information given is invaluable, the assistant today was able to answer questions and provide leaflets quickly that we hadn't spotted.</p>
<p>Holiday makers / visitors do not always have web access. Good to have an information point and face to face contact. People with local experience.</p>
<p>How would you be Able to find local information without it.</p>
<p>I use tourist information office to find out what's going on in Lyme</p>
<p>I always like to know whats going on in and around Lyme Regis and the TIC is a great place that provides everything i need to know. The staff are always very helpful and knowledgeable about events</p>
<p>I always visit the office whenever I come to Lyme Regis which is regularly</p>
<p>I am a life member of Lyme Regis Sailing Club. The TIC provides an invaluable service to visiting sailors and their families. The Club holds national and international championships every year and welcomes visiting sailors from all over the country and Europe.</p>
<p>I am a local author and TIC sell my book.</p>
<p>I am a member of Lyme Regis Sailing Club of which the TIC supports our events</p>
<p>I am a member of lyme regis sailing club. The information centre provides services in the lead up to and during sailing events. These events bring tourists to the town</p>
<p>I am a member of the Lyme Regis Lifeboat crew. We have seen a significant drop in the amount of people getting cut off by the tide around Lyme Regis. This is following a briefing the TIC received a couple of years ago on a safe time period either side of high tide where visitors to the town or locals themselves can walk on the beach without getting caught out. Without a face-to-face interaction specifically telling people the appropriate times to walk on the beach is a massive safety concern. Yes, members of the public can access tide timetables online, however it is the specific LOCAL information that the TIC provides that minimises emergency service call outs, people being injured when trying to climb cliffs and getting stuck in the mud whilst trying to get back to safety. I am a young person of Lyme Regis (age 25) I use my mobile phone for most things, however there is information that I cannot find online. On countless occasions I have called the TIC for the information I need and they have been able to provide it. Because of this the need a face-to-face and over the telephone service is imperative in making sure that local people and visitors are aware of events, local services, etc to keep the town running. I work for a television production company in Charmouth. When researching areas of the UK for a programme, my first port of call is always a towns TIC, much as the Lyme Regis TIC is too - think of all the productions that have happened in Lyme Regis over the years that have brought so much revenue into the town, the TIC has assisted those companies in one way or another over the years.</p>
<p>I am a sole trader and depend on the TIC for obtaining parking permits at very short notice. Without this facility I would often lose business where properties are situated where there is restricted parking.</p>
<p>I am a volunteer at Lyme Regis Museum, working occasional shifts at the reception desk. There have been innumerable times where visitors to the museum have asked for information about the surrounding area or other near-by attractions to visit and I have directed them to the TIC. Often, people just pop into the museum to ask where the tourist information office is located. It seems to me that face to face services are very much in demand and that visitors to Lyme Regis, especially those of more advanced age, appreciate talking to a real person.</p>
<p>I am able to access information online now. But there is still great value in being able to talk to a real person with local knowledge. Trying to find information through websites can be challenging and frustrating and very time-consuming when simple questions can be answered so much more easily face-to-face.</p>
<p>I am always provided with excellent information from people who have extensive knowledge and are able to provide up to date information. Information is received promptly. Having a two way conversation with knowledgeable personnel is invaluable. I have recently become a Member of the Marine Theatre as a result of a conversation with staff at the TIC. This will mean that my partner will be coming to stay / eat / watch shows in Lyme Regis on a more regular basis than before.</p>

I am not internet connected - I use the TIC for information, local news and for booking Marine Theatre events.
I am of a generation that prefers a friendly human face rather than impersonal internet communications
I am relatively new to the area, and find the TIC the only place to gain info about a range of places, events, walks, tickets, etc.
I am severely disabled and they support me with help and advice on local services when I am in town.
I am speaking not just as a resident of Charmouth but also as a volunteer who works in the Charmouth Community Library (where we have an official Information Point) and as a volunteer who works on the information desk at the Charmouth Heritage Coast Centre. I am a Trustee of both organisations. In Charmouth we frequently get requests from visitors for information which we can generally supply, but there is a need for a professional organisation nearby which can give further detail/additional information as well as giving practical help (such as lists of places to stay locally). At our Information Point we can only hold leaflets and brochures giving information about visitor attractions in the local area; these are used by both locals and visitors. We are unable to make bookings or do any additional work such as lengthy advice and information as we just don't have the time, or the staff or the resources. Neither can we sell items of interest to visitors. In the Coast centre, we do sell some items of interest to the local area but most of our items for sale (as well as the information we give) are of a geological or coastal nature and we cannot cover other topics such as history, archaeology and so on. The Lyme Regis TIC is a valuable resource to which we refer our visitors; face to face interactions are important for the many thousands of visitors who come to the area and spend money.
I am writing on behalf of Turn Lyme Green (TLG) Lyme Regis' environment group. We were created 12 years ago to protect our environment and to promote sustainability. Over this time the TIC has provided an invaluable shop window for our campaigns, notably one to ban the use of plastic bags started 12 years ago. And today, the office continues to be a keen promoter of the objectives of Plastic Free Lyme Regis (PFLR) by displaying posters and messages on how to reduce uses of single-use plastics and, featuring our current campaign, boomerang bags. The TIC often is the first port of call for visitors and as they display information about TLG and PFLR, the messages are clear to them that Lyme Regis in Dorset is a town that cares about its environment and is taking active steps to protect it for the enjoyment of both visitors and residents. We believe that the TIC is fundamental to a town that is upholding the values of sustainability and community. It waves the flag for Lyme Regis and indeed Dorset to all visitors. We urge Dorset Council to include the continuation of the Lyme Regis TIC as an integral part of its tourism strategy.
I and my partner visit Lyme Regis regularly for leisure, to enjoy the seaside and all the attractions associated with the town. It is invaluable to have a face to face information service from local staff on all aspects affecting our visit - attractions, events including purchasing tickets, immediate information only available locally or on the day, transport, accommodation - plus the opportunity to make view/handle purchases onsite without incurring postage costs. Websites do not afford this personal touch and are invariably not kept completely up to date.
I appreciate the face to face contact when I go in to the TIC to purchase theatre tickets, ask about local information, purchase charity Christmas cards amongst other things.
I appreciate the face to face interaction and can't imagine a substitute of equal value.
I as chairman of Lyme Regis Musical society, and my husband who is a member of the Lyme Regis Rotary club both use the TIC in Lyme Regis a great deal. And will be sorry to see it close.
I attend many events at the Marine Theatre and elsewhere. I use the TIC as my principal source of tickets and information.
I believe it is a very good thing to have a personal, face-to-face service when needed
I believe that the current service offered by the TIC is excellent. An online website would be a very inadequate alternative and a retrograde step. The lovely staff offer a friendly, professional and personal service. All too rare in this day and age.

<p>I believe the current service provided by the TIC to be of vital use, both for town residents and visitors to Lyme. It provides a lively hub, manned by friendly professional staff who make everyone feel welcome and valued. The wealth of local information is impressive. Online services can never capture this personal approach. We always book our tickets for the Marine Theatre and other local fundraising events through the TIC. This is a vital service for the town.</p>
<p>I book theatre tickets there regularly The TIC is one of the main distributors of the River Lim Path walk leaflets This was published after the work was completed This is a dorset coast forum/ dorset council project</p>
<p>I bring visitors to LymeRegis and they use the TIC to plan what to do with their trip</p>
<p>I buy all my local maps for walks etc there as well as tickets for marine theatre on a regular basis.</p>
<p>I buy marine tickets and take all my visitors to the TIC</p>
<p>I buy tickets for events pick up bus timetables and leaflets for my guests. I'm the housekeeper at Belmont and send guests along there to manage their holidays.</p>
<p>I buy tickets there. I buy maps there. I send my visitors there.</p>
<p>I cannot count the number of times I have sent visitors to the Town to TIC. They've needed help with anything from accommodation to lost sunglasses. It is also very useful for disabled visitors needing assistance with accessibility, which is extremely difficult in Lyme Regis.</p>
<p>I come into the office to buy bus passes, theatre tickets, find out what is happening locally. It is important to be able to speak to informed people to find out what's happening locally - events can easily be overlooked online.</p>
<p>I come to the TIC often to get information for my Geography and Business studies. I find it extremely useful as I can get leaflets as well as lots of helpful information from the staff. I'm also aware of fellow students that have gone to the TIC for their work experience, especially if they are interested in travel and tourism or working with the public. Recently Travel and Tourism has been made an enrichment course at my school, Woodroffe, so the TIC is a vital source of information and experience for us students.</p>
<p>I consider Lyme Regis TIC to be a vital asset to the town, whether you are a resident, a visitor or have a business here - If any small town on the Dorset coast needs such a well run, organised, friendly tourist office Lyme does. It would be great mistake & a sadness for everyone if it was closed down.</p>
<p>I contact the TIC frequently with regards to available accommodation, events in Lyme and bookings for the Marine Theatre.</p>
<p>I depend on the TIC for help and advice when I visit. I like the face to face help and assurance.</p>
<p>I do fishing trips from Lyme Regis harbour and have had my info in the TIC for years. I do feel that if any of the councils can mess up our business's they will. Dorset council send the appalling traffic wardens down to Lyme to frighten people off permanently and now LRTC want to close the TIC, you couldn't actually make it up. I wonder just what the TIC will become, with the bunch of clowns that are on the council at the moment you can never tell.</p>
<p>I do not have a smartphone, nor access to computer when in Lyme. The library access to computers is limited. I believe face to face contact with experienced and reliable staff is very important. I would not be able to access bus times or buy tickets etc.</p>
<p>I don't think public services should be replaced by purely digital ones. There are many members of the community who still do not use the internet for such services and the internet is not invariably the best option for direct answers to specific questions - it can be very tedious having to search for certain things and a personal approach is by far the better one. It also provides a social connection for the elderly and other individuals who may suffer from social isolation. To continue to underfund or remove public services such as TIC's is a huge backward step.</p>
<p>I feel as a visitor to Lyme the personal approach is very important.</p>
<p>I feel there needs to be a face to face paid service, potentially through a collaboration with the Town Council.</p>

<p>I feel this way because I strongly believe a person is far better at delivering information to people, as other formats are limited, are not very accessible to elderly visitors and are in no way as welcoming.</p>
<p>I find human beings to be particularly good at answering questions from other human beings, and the ones you employ are very fine examples of human beings! The advantage of face to face contact is that your staff are frequently able to offer solutions or advice that was not anticipated. In other words they can answer a question that one did not assume to ask. There is the added benefit at all levels of fostering social interaction - impossible to cost on a spreadsheet - but invaluable in engendering social cohesion in an increasingly divided nation. If that is not part of your remit then perhaps it should be...</p>
<p>I find Lyme Regis TIC to be a wealth of local information for local residents as well as the increasing number of visiting tourists to the town. The employees of TIC are always most helpful & in today's society which is leading more & more to non personal interaction, I feel it is very important to keep this personal contact in our local society. A service that is non-human or made by people situated outside the immediate area is never as satisfactory. How often do we all visit a website & not be able to get the exact information we want? How often are we left in a queue hanging on the phone with no there? LYME REGIS TIC IS A VERY IMPORTANT SERVICE in the town. PLEASE DO NOT CLOSE IT! RE-THINK this problem. Talk with the Town Council & find a solution. If the service goes everyone will suffer.</p>
<p>I find talking to someone who can give advice about events and activities in Lyme Regis has been very helpful. I have found out about places to visit, and recommendations about where to eat and drink by talking to the TIC staff. The visit dorset website is not very helpful, as it is not very easy to 'discover' things there, only useful for looking for things you already know about.</p>
<p>I find the service very useful for helping my visiting friends and family get overview of what is available to do and see in Lyme. Interacting with a person is very important I believe. A information screen would be fairly useless as visitors could just go online anyway.</p>
<p>I find the TIC invaluable for obtaining leaflets, local magazines, what's on when information. Local sites of interest as well as theatre tickets in a single location. The knowledge and advice provided by the staff is also an important benefit. Provision through a website would not be as complete or convenient. Not everyone has access to or is able to use the internet.</p>
<p>I find the TIC very helpful indeed for bus times and other inquiries.</p>
<p>I frequently get asked questions by tourists visiting the lifeboat shop. Often I need to refer people to the TIC to get the information they need. A relocation to the Information Centre on the Marine Parade would be ideal. A much more central location.</p>
<p>I frequently have guests from overseas and find the service useful for leaflets and info in the appropriate language. Booking tickets for the theatre or events would be affected.</p>
<p>I frequently visit the T.I C to book tickets for the Marine Theatre, to pick up local information publications and also to look for things happening in Lyme Regis @ holiday times. The staff are always very helpful & informative and it would be such a loss to the town for it to disappear. Every time I go in there are always other people in there, asking questions & looking for information. This closure would be a big disadvantage to the town & the visitors who are increasing all the time.</p>
<p>I get a lot of information about local events from them, as well as leaflets for local attractions.</p>
<p>I go there for bus timetables, Theatre tickets, Day trips out cards, maps and all local information also gifts.</p>
<p>I go there on a regular basis for a variety of services such as purchasing tickets, buying merchandise, picking up leaflets and requesting information.</p>
<p>I go there to buy tickets for events. To get information on what's on. I don't want to buy tickets online.</p>

<p>I go to the Town to book Theatre ticket, purchase Theatre ticket gift vouchers, hand in leaflets for local club so visitors can find out about them and use these facilities (ie Lyme Regis Sea School) I direct holiday makers there when they are looking for somewhere to stay/ find out about car parks. It is an excellent facility. Dont think that evry one wishes to use up their dta on web sites, especially if they are from overseas. It is a great facility and one that should be re-housed elssewhere. I think you are forgetting that Lyme is an old fashioned rest and that is what draws people in. We're not like Bournemouth and should not be treated as such. Your decision making process is narrowminded and insular and does not appeal to all.</p>
<p>I HATE USING THE INTERNET + I WANT THE TIC TO REMAIN AS IT IS. IT IS A HUGE ASSET TO THE TOWN.</p>
<p>I have a Bed and Breakfast cabin for which I send guests to the tourist information centre for any local information to enhance their stay in our town.</p>
<p>i have a holiday home in lyme regis and recommend it</p>
<p>I have found the TIC to be an excellent source of information about Lyme Regis on my visits to the town, both by talking to the advisers and by taking away free and paid for literature. I am also considering moving to Lyme so it has been useful to find out what goes on by visiting the tic.</p>
<p>I have needed it in the past to know information about shows in the Marine Theatre and also to buy tickets for their shows. I have also used the TIC for tide timetables, accommodation(when I first arrived in Lyme 10 years ago), travel information including how to get to different cities and towns, Folk Festival information, information of local events held all around the town and in the vicinities. Information on where to eat, again when I first arrived there. It is incredible that the local council have decided to close it down considering how vital it is for tourists and locals alike.</p>
<p>I have past experience as a tot it's information assistant at Lyme TIC and know what an excellent service is given to local businesses, local people and visitors</p>
<p>I have tourists stay with me and they fins having a tourist information centre very useful.</p>
<p>I have travelled all over the world and the TICs have always been my first port of call when visiting a town or a city. Often can't get internet etc to get online and face to face is so much more satisfactory for booking accommodation, tickets etc.</p>
<p>I have used the information centre for many things over the years including tickets and accommodation as well as information. I am unable to use modern technology as I need face to face assistant, other coastal resorts I have visited who have gone over to a non people system I no longer visit. here my frequent visit to the marvellous town of Lyme Regis and it's wonderful attractions.</p>
<p>I have used the on line system for various issues but I believe it is better for visitors and locals to see and talk to a friendly face that represents Lyme Regis rather than a faceless computer generated system.</p>
<p>I have used the TIC for theatre tickets and to direct relatives to for local points of interest and to pick up leaflets for myself.</p>
<p>I have used this facility in the past a great deal when operating holiday cottages. We need the TIC but I feel that it needs to be sited more central to the town. I have been a volunteer at The Shelters over the years and this was a very successful extended venue to the TIC. i feel that this building should be utilised to home a future TIC and would be well used.</p>
<p>I have visited twice and each time the service at the Tourist Information Centre has been helpful.</p>
<p>I have worked (and lived) in the town for most of my life and I cannot count the amount of times I have redirected people to the TIC for information. It is an invaluable place to the town.</p>

<p>I have worked in tourism in Lyme for over 20 years. I have run B&B, self-catering and worked for a holiday letting agency. I have also volunteered at The Marine Theatre for over 20 years too. The service the TIC offer is very important to the economy of the town. Tourists cannot ask machines questions about footpaths, directions, buses and many, many other things. There is no replacement for real people answering questions and providing the top class service that they do. The indirect and invisible benefits offered by the Tourist Information Office may not be immediately obvious to some people but surely the management involved in making this disastrous decision should have had training and experience in these matters? I buy all my theatre tickets from the Tourist Information Centre, this makes me a frequent visitor and I witness a constant stream of people coming in and asking a huge variety of questions. The knowledge of the staff enables them to signpost the public to appropriate places, services etc. and is invaluable</p>
<p>I just think that the whole idea is ridiculous. The TIC is the first point of contact to visitors especially if it their first time in this town.</p>
<p>I know I can get an answer or help to any problem that I have locally, by telephone if unable to get down to them, or preferably in person. They are a very helpful team and I always find something interesting in the 'shop' part that I need. I often just pop in for a look around. I get our shoppers car park ticket there, bus timetables, theatre tickets and outing details, things you can't find anywhere else. If this place is closed Lyme Regis will have lost a very valuable addition to the town. I think it should be moved to Marine Parade where the Pop in centre is now. It would get many more visitors as well as locals, who at present don't like dicing with death with the dangerous part of the road where the lorries and buses continually get stuck. Tourists would pass it every day if it were situated on Marine Parade and would make it so much easier. It just seems the obvious place for it to be. Only fools and horses would be in agreement to close it down, MARINE PARADE for the centre.</p>
<p>I leave many friends across the country who constantly ask me about accommodation, local points of interest and restaurants, all of which I use the Tourist Office for advice. Plus bookings for theatre, shows, coach trip myself. After all having obtained International Jurassic Coast status it would be totally impractical and ridiculous to close the T</p>
<p>I let a room through Airbnb and very often my guests visit the TIC for eg bus times, tide information, safety information re coast walks, theatre tickets.</p>
<p>I like a face to face service and find it helpful for information</p>
<p>I like face to face contact when visiting.</p>
<p>I like face to face interaction with upto date information. Do you realise how much list property they deal with in the holiday season?</p>
<p>I LIKE THE ONE TO ONE THE TIC OFFERS TO BUY TICKETS FOR SHOWS ETC. FOUND THE STAFF TO BE VERY HELPFUL.</p>
<p>I like the personal service, and I feel that much will be lost if it is replaced with something automated. One example would be the way owners of holiday lets and B&Bs are able to keep rooms full with the help of the TIC, who know where late rooms are likely to be found. Up to date information and advice on beaches, cliffs, tides and landslips is another good example, where online advice might be hard to find for the casual visitor.</p>
<p>I like to buy my tide tables from there. Also they have always been both helpful and well informed when I have a query about things going on in Lyme (I am a regular visitor who has been holidaying in Lyme for over 30 years)</p>
<p>I like to buy theatre tickets in person and also the TIC provide a chance to buy tickets for other local community events which is a great way of keeping in touch with what is going on locally and having a central place to go as a one stop shop for all of these.</p>
<p>I like to have leaflets, maps info and face to face info. I miss the Honiton office a great deal and the town council are trying to re-open it. It would be a big mistake to close it in a seaside town like Lyme.</p>

I like to pick up PHYSICAL leaflets of what's on etc. in our flat for friends and family to refer to. Wifi reception is bad and not all visitors use websites. Websites can't answer unusual questions, nor sell post-cards/books/Lyme memorabilia. The T.I. base would be A GREAT LOSS
I like to talk to a person not a computer
I live in Bridport and occasionally visit Lyme Regis (when friends visit/stay at our house) and then I find the face-to-face information service a great help. Getting information online or a touch-screen terminal is just not the same! (the latter option especially would be awful!)
I much prefer person-to-person information and the detailed local knowledge that only a 'human interface' can provide.
I need to have information about shows and activities. I use the shop to buy products there. I also need information about public travel services.
I need to know about travel, events, interesting sites and guide books alone don't help. I require a Centre on the front not hidden away or not available at all!
I often book tickets and use the face to face service regularly as a single traveller I enjoy the personal and social nature and individual service of the TIC
I often visit Dorset and always use the Tourist office, I would miss the help and up to date info I get there. I find it is much more helpful to have a person using their local knowledge than trawling through the internet.
I only have two guest rooms but the Lyme Regis TIC staff have all made inspection visits here and can actively describe what customers can expect from a stay here. This is hugely beneficial to me. Lyme Regis TIC direct the majority of the Dorset Tourism TIC referrals that I get via telephone. Without the face to face customer service currently provided this would probably affect my business significantly, whereby I would seriously consider dropping out of the official Dorset Tourism scheme and concentrate on a solely "Air B&B" means to attract new business. On a personal level I also use their office to book tickets for the Marine Theatre. Closure would probably mean my reconsidering being a Prospero member, supporting the theatre if it becomes more of a problem to source tickets.
I personally dislike using online resources - time consuming and often do not have the information easily accessible. Talking to a real person who knows the area is far more help! You do not get vital information about local factors (weather, tides, safety etc.) online and you may not be aware of this information or the need to follow precautions eg tides and safe beach access.
I pop in to buy tickets for local events and to buy odds and ends as gifts. Also for information on lots of local things.
I prefer a face to face provision for helping travellers to find accommodation easily. This is often at the end of the day and a personal recommendation with aspects of accessibility and availability help holiday makers find what they are looking for much more easily than by impersonal dealings with the internet or a website. They can provide maps and help with directions etc.
I prefer face to face communication. I prefer to see and handle documents and literature. I prefer to get the most up-to-date information.
I prefer face to face contact.
I prefer to go into an office and speak to people. I wanted to know when to bring my grandson to look for fossils, and need to find out the tides one the weekends I was considering. I couldn't find this information on line- you can only get long term tide forecasts if you subscribe to a website, whereas the helpful lady was able to give me the information straight away over the phone.
I promote bus / rail travel and tourism.
I provide a range of literature from the TIC for my guests within my accommodation, all sourced directly from TIC in Lyme Regis. Guests appreciate this and use / take the material.

<p>I recommend to my guests to drop into the TIC for all sorts of information, including that which supports other local businesses. The closure of the face-to face element eliminates the ability to 'browse' which invariably allows users to choose activities they may not have known about and therefore not actively searched for. I have also used it to book theatre tickets and find out information about local walks and things to do with my own family.</p>
<p>I rely heavily on the TIC for tickets and other information.</p>
<p>I rely on the information provided by the TIC for my enjoyment and engagement with Lyme Regis during my visits. The TIC are able to provide details of local events (including through their weekly Whats On sheets), advance tickets for Marine Theatre events, tide information and also details of local activities (e.g. yoga classes) and walking routes. The current Visit Dorset website is woefully inadequate for providing most of this information. The information on the website for Things to Do is too high level and general, and the What's On section typically only covers Marine Theatre productions. I stopped looking at the Visit Dorset website along time ago as I do not find it helpful in preparation for my visits. To make the Visit Dorset useful, the content would need to be significantly enhanced in terms of scope and detail, and local events and offerings would need to be included too. This would of course require resources to provide the necessary level of information and to keep it up-to-date; maybe a role for one or more of the existing TIC staff.</p>
<p>I rely on the TIC for access to the Marine theatre's productions on a very regular basis. Also for general info regarding the area</p>
<p>I rely on the TIC for: 1. up to date travel and transport information, including bus and train timetables 2. what's on at the theatre and elsewhere, including booking tickets and chatting about recommendations and feedback 3. maps, guidebooks, recommendations for walks and outdoor events in Lyme and the surrounding area 4. detailed knowledge of the staff, which is excellent, e.g. for recommendations about accommodation for visiting friends 5. huge support for local groups running fundraising events by promoting them, recommending other ways to disseminate the information, putting up posters, selling tickets and liking and sharing widely on social media through TIC networks. Very supportive of local activities. 6. friendly, welcoming expertise providing a hugely positive experience for day trippers, holiday-makers and residents of Lyme alike, creating a warm welcome and positive feeling towards the town. Incalculable positive benefit and good value for the town, residents and visitors alike. Invaluable - we must find a way to retain this vital public service.</p>
<p>I rely on the TIC to provide information about events and activities and issue tickets.</p>
<p>I rent out my cottage in Church Street and always direct all my guests to the Tourist Information Centre. I think it is important for a number of reasons...face to face chat helps people to connect with local businesses and the girls at the TIC are very friendly and a mine of information. They are very helpful at ensuring that my guests explore all that Lyme Regis has to offer and by doing that everyone is happy and I have repeat customers.</p>
<p>I represent the Motoguzzi Owners Club, GB for West Dorset. We have visitors from across Europe who sometimes need last minute accommodation. A face to face service from TIC is essential. The staff have an average of six years experience of in depth knowledge.</p>
<p>I routinely use the TIC for information and advice - I also refer tourists to the service</p>
<p>I run a B&B and am always sending clients to TIC for info on anything from bus times to what's on events. For visitors, the town can sometimes seem very different from what they are used to. Infrequent buses, no taxi rank, things you have to plan for like tides. It's excellent to have somewhere reliable and up to date to send visitors - makes the place feel more accessible. On one occasion, a very helpful staff member who lives near me even gave my guests a lift back from town. You don't get that from a computer. These guests have since returned because of the helpful atmosphere in the town (strongly based on this incident of course). I also use it to pick up new bus timetables and to buy tickets which in turn means I can pass on info and enthusiasm to my guests.</p>
<p>I run a holiday let business and we direct our guests to the TIC for any questions or suggestions they may have once they are in Lyme Regis</p>

<p>I run a self-catering accommodation business and rely on the services of the TIC to provide my guests with up to date and accurate information about the surrounding area. Finding interesting activities, locations to visit, travel information and general advice about the town is the key difference between having a 'nice' time and a 'fantastic' time. Web based searching takes time, key information can be missed, it also lacks that very important factor of human interaction. People on holiday have time, so are more likely to visit a manned office to chat with staff.</p>
<p>I run holiday lets and I'm always collecting information And printed documents that I can leave for my guests. Where would I be able to get these leaflets et cetera from?</p>
<p>I run two holiday cottages near to Lyme Regis. My visitors often visit the Lyme Regis TIC and always remark on how helpful it is. A lot of my visitors are of retirement age and do not use the internet. I always direct people to the Lyme Regis TIC rather than Bridport because the people are particularly friendly and helpful whereas in my own experience the Bridport TIC is stark and often unwelcoming. Personally I use the TIC to buy theatre tickets and for information about local events that I go to myself. Lyme Regis is such a vibrant town and I feel that the face to face contact the TIC offers is important. In the last 10 years Lyme Regis has changed and as often commented upon by my holiday makers is beginning to lose the character that makes it such a special place.</p>
<p>I sail out of Lyme Regis and have occasion to visit the TIC occasionally but I know that it is of immense value to people visiting the town from for instance big sailing events and friends who want to stay in Lyme Regis. Bridport's TIC was threatened with closure but it is run very successfully and usefully for local people and visitors alike.</p>
<p>I state this not through the direct effect of loss of bookings etc but through the effect it will have on the experience of Lyme and by our guests. All of the guidance as to what goes on in Lyme comes from the TIC and a significant number of our guests visit the TIC during their stay. A computer terminal is not an acceptable alternative to a real person. Lyme Regis without a TIC seems to me to be like a footballer without any boots.</p>
<p>I take all my visitors in I have mobility issues so it's near car park . We have purchased tickets there bought Tea and gifts and advertised events . I don't like on line either people are what we need</p>
<p>I think closing the TIC is very short sighted. Tourism is one of the biggest employers in the area if not the whole of Dorset. It needs a face to represent it, not just a digital platform. I know of at least two occasions this last year where the visit dorset website has given mis information and even unsafe information! I am in the restaurant business and frequently point tourist in the direction of the TIC. The team there provide valuable local knowledge. Last summer the TIC have helped my customers with everything from lost children, keys, train information to last minute accommodation. Yes tourism is changing! but we need to widen and change the rolls of the local office to help promote the area, not close it! We need local face to face representation.</p>
<p>I think getting rid of the TIC would be a big mistake. I like to speak with someone face to face, so would probably end up doing less in Lyme and the areason.</p>
<p>I think it is always lovely to speak to someone face to face as you can get more information on the service you need as a customer.</p>
<p>I think it would be detrimental to the community to not have a TIC. It is a great place to go to find all sorts of information with a friendly face and a great deal of local knowledge.</p>
<p>I think it's really important to be able to speak to a person with local knowledge who can give accurate information to visitors of all ages. I've also called for help with information for an upcoming trip to Lyme Regis and the help was invaluable!</p>
<p>I think people enjoy face to face contact and discussions with a knowledgeable person - especially the older visitors. We regularly use tourist info centres in other parts of the county when doing long distant walking and this is on the South West Coast path.</p>

<p>I think that Dorset attracts lots of people from the older generations for holidays and they Would prefer a friendly face and someone to talk too rather than another website. I too teach my children to ask for advice and always have their eyes & ears open. We live in A beautiful part of the UK beautiful and it goes hand in hand with good old customer service.</p>
<p>I think the tourist information is vital to the towns tourism. When I holiday in the UK I always visit the tourist information to seek local advice . In fact I look for it on my arrival in any town. It is a lot of peoples first call for advice on local things to do. restaurants, theatre etc and where to stay. I cannot see why the council wish to take this venue back as it is not really suitable for any other business due to parking restrictions etc and it is well utilised where it is. there are other venues in Lyme Regis that are suitable such as the jubilee pavillion. To state there are no other suitable premises in Lyme Regis is not actually true as the jubilee pavilion stands empty .</p>
<p>I think the town in general greatly benefits from having a real life TIC where visitors can make many enquiries about Lyme without having to resort to an online box ticking process.</p>
<p>I travel around our country and whenever i arrive in a place TIC is always my first port of call. The info received is always 2nd to none, especially in Lyme Regis. My recent visit Feb 4th 2020, i was in there for 5 minutes, I had all the info I needed and much more, also there was a service with a smile, you can't get that from a machine. Plus the time taken was 5 minutes, if i had surfed the internet it would have taken 45 minutes easy. The service I received was excellent and a real credit to the council.</p>
<p>I travel around the UK by public transport frequently. The TIC is always one of my first points of call. They have local information available that simply isn't available elsewhere. I appreciate that much of this information is probably online but if you don't know what you're looking for you'll never find it. The TIC teams are also able to provide up to the minute local information such as changes to bus routes etc and make recommendations too.</p>
<p>I use it a lot.</p>
<p>I use it both to publicise local events and to buy tickets for local events. The suggestion that all the population is moving to digital information sources is quite misleading. It may be true of many younger visitors, but posters and face to face contact continue to be essential for many locals, especially the large numbers of retired folk.</p>
<p>I use it filor information on services and attractions in Dorset I might not become aware of any other way.</p>
<p>I use it for information, the girls are very knowledgeable and if they don't know the answer they know where to find it. I also use it to buy tickets and retail goods. Also bus timetables which are unavailable elsewhere in Lyme. Ditto train timetables and much information about our part of the country Websites are infuriating as they don't often give answers to specific questions. Many people don't use them because they can't.</p>
<p>I use it for: - travel information (as I no longer run a car) - very useful source of gifts with Lyme theme - ditto postcards - information on places to visit when visitors staying</p>
<p>I use it regularly eg. Bus timetables, theatre info and tickets, tide info, what's on in the area.</p>
<p>I use it regularly to buy tickets for the marine theatre and having a business in Lyme Regis we have have numerous customers finding us from getting directions from the TIC staff</p>
<p>I use it to buy tickets, gather local information and regard it as being a great asset to a tourist town. The people there provide much more than any automatic or online service ever could.</p>
<p>I use Lyme Regis TIC to find out about local events and also to buy tickets for events.</p>
<p>I use the centre to pick up local publications, weekly. Get tickets there, very often Keep up with what's going on for myself and for the visitors and Grandchildren who come to stay. Buy presents and cards there. The Christmas card selection is wonderful. The staff are so helpful and pleasant and always do their very best to sort out any questions you have. Surely there is space on Marine Aradeb Shelters or one of the empty shops on the High Street, Broad Street.</p>
<p>I use the centre to purchase various cards and local gifts. I use the centre to purchase tickets and it's always nice to have a face to face purchase.</p>

I use the office regularly to pick up leaflets and information for my B&B guests. We also send them there to get their own information or to book trips/walking tours etc
I use the service to provide information to my guests
I use the TIC and it is not obvious that online would be a comparable source of information.
I use the TIC for advice and to buy tickets
I use the TIC for buying theatre tickets, local goods, cards and charity Christmas cards. The staff are incredibly helpful and help to boost takings for the Marine theatre. I am aware of the huge number of visitors to the town who obtain information on eating places and local entertainment, maps etc which helps to boost the town's economy. Travel and bus information is very helpful. It would be a huge loss of face to face support to the residents and visitors to the town.
I use the TIC for up-to-date information on a number of things, including transport, (timetables and updates regarding cancellations etc), theatre information including buying tickets for theatre productions. I also find their good selection of leaflets on local organisations and events, along with the staff's extensive knowledge of these very useful. I do access the Dorsetforyou web site but specific local knowledge is only available from the TIC.
i use the TIC regularly for various reasons: accessing local information buying tickets purchasing items
I use the TIC regularly for various services, the knowledge and help from the staff is very useful.
I use the TIC regularly to keep up to date with events in Lyme and I always book theatre tickets via the TIC
I use the TIC regularly to purchase Parking Permits, Theatre Tickets. To deliver and collect Information about Local Events. All services that would be more complicated or impossible to receive; without a face to face situation.
I use the TIC to access local information, pick up bus timetables and, as a Committee Member of the Lyme Regis Society also, an outlet for our publications
I use the TIC to book local events, whilst visiting I have the opportunity to see what else is going on in the local area.
I use the TIC to buy tickets for local events, provide information and act as a point of contact with the community. As a volunteer at the museum I frequently redirect visitors looking for accomodation etc. to the TIC. It is unlikely that any on_line facility could replace these facilities.
I use the TIC to help advertise events within the 12 churches that I look after in the area of the Marshwood Vale, Lyme Regis and nearby
I use the ticket buying facility frequently but also buy cards and check things such as bus times---subject to change when roads are closed --which is frequently. I also regularly direct visitors there for information re walks etc
I use this service frequently and for a variety of reasons. I am computer literate but prefer face to face contact. I know (meet) many tourists who also prefer this service.
I use TIC to buy tickets for the Marine Theatre, pick up timetables for the bus and also look at information about local events etc
I used to work for Lyme Bay Holidays and many of the holidaymakers they stayed in the properties in and around Lyme, would visit the TIC, as part of their holiday. Speaking to somebody that has a wealth of knowledge of the area cannot be replaced by a page on a website!
I value the information given to me and my family when we visit Lyme Regis and have witnessed many people making good use of the TIC
I value their services they provide in booking tickets and providing help regarding information regarding local services, geography and events.
i very much value face to face contact with TIC staff to provide me with ideas as well as local information.

<p>I visit Lyme Regis about once a year, and I always visit the TIC. It's services are valuable. Your consultation mentions information being consumed/accessed in different ways today, which is absolutely true. There's a lot of information online. I'm a millennial and I know how to access it quickly. But my personal opinion is that you cannot replace a face-to-face service the likes of which a TIC provides. For example my wife and I wanted to do the Lyme-Charmouth beach walk the last time we visited (late December 2019). We could find tide times, etc, easily, but it was difficult to find up-to-date information online about whether this was currently safe to do (I was aware from previous visits that landslips had made it impassable/dangerous for periods of time). So we popped into the TIC; the lady who served us was super friendly and helpful, talked us through the walk and how we could get a bus back from Charmouth if we didn't have time to safely walk back. We had a nice chat and set off on our way. It would be a great shame if this "value add" was lost from Lyme Regis.</p>
<p>I visit Lyme Regis about twice a year and have always found visiting the tourist office a happy and positive experience. The fact that there is a knowledgeable and helpful staff is invaluable to me and i have observed how important it is to other visitors particularly foreigners. Keeping Lyme Regis a destination where visitors feel valued is surely an aim of the council, personally i find digital information is never as satisfactory as having a conversation with a real person and I know I am not alone in thinking this. Whenever my husband and I visit a new place our first port of call is always the tourist office, we are not unique and if attracting visitors to your beautiful town is important to you I feel very strongly that you should keep this personal service.</p>
<p>I visit Lyme Regis fairly regularly throughout the year and when visiting I feel that if I require information about what is available or happening then the TIC centre is the place to go. Not everybody has internet connection while away from home.</p>
<p>I visit our lovely TIC at least once a week to check on local events and book tickets for the theatre. The lovely Ladies who work have so much information to give to us locals as well as all our visitors.</p>
<p>I visit regularly to book and collect tickets for the Marine Theatre productions, I pick up copies of Marshwood magazine here, along with other local newsletters / magazines etc. Have purchased postcards from the shop and taken guests who are visiting us to the TIC to buy souvenirs etc. Obtain information about events in the town.</p>
<p>I visit the TIC frequently. I also volunteer in the nearby museum and visitors frequently ask for directions to the TIC. WiFi and mobile phone signals can be very poor in town. These visitors need to be able to visit the TIC and speak to the staff there.</p>
<p>I visit the TIC to purchase tickets for various events which are held in Lyme Regis. During these visits I witness the friendly, helpful and personal face to face service given by the dedicated staff to the many Tourists visiting the Town. The TIC is often the first personal experience which a visitor has of our lovely seaside resort and gives an important welcoming impression which often leads to repeat visits.</p>
<p>I visit the tourist information myself regularly, visitors I have staying also do, I have used it to advertise a concert I put on, it is a vital part of the town. I am shocked that it is threatened with closure. It is the welcoming face of the town to anyone visiting, but also for us residents.</p>
<p>I want face to face information. I do not use a computer well enough to look things up online.</p>
<p>I want to be able to visit the TIC to get up-to-date information and news on events and buy tourist related products. Personal insights and opinions are important to me, these can not be provided by a computer system.</p>
<p>I was delighted to find Lyme Regis' T.I. office open during a recent local winter tourism trip. The T.I. is always my first port of call in every impromptu town visit in both the UK and Europe as time is precious and I know I can be greeted with a friendly face and obtain timely, relevant information and an all-important orientation map of the locality.</p>
<p>I work at the museum, and we are constantly referring visitors to TIC as we did when I volunteered at the pavilion. We are a tourist town , it is a nonsense not to have a TIC .</p>
<p>I work at the theatre and we have strong connections to TIC. They take the bookings and bring us ticket info every day.</p>

I work at the Tourist Information Centre and the job is the main source of income for my family. My children are still at school and I need to support them whilst living locally and being able to fulfil my childcare needs. If I am unable to find suitable employment nearby, there is the possibility I would have to move house and disrupt my children's education as well as affect their social well being. I was born in Lyme Regis and generations of my family are from here. I don't want to move from the town which I love and where my elderly mother and other family members live. I believe that employment for local people should be something that both Dorset and the Town Council should be supporting. Quite apart from my own job I feel strongly that the other local permanent jobs which the TIC provides should be protected as it has been recognised by the government that coastal communities are under threat because of the seasonality of employment. As I work in the TIC, I also know how much face to face service is valued by local residents, visitors and businesses alike. Even people who are happy to do research online also like to have personal recommendations but most importantly, there are people who simply don't have internet access or are not able to use digital services. Online search engines are too broad and do not prioritise Lyme Regis & Dorset as destinations but have other commercial incentives. The Visit Dorset team is small and needs the support of the TIC to feed information and also suggest new advertisers in the area. I have been told by some accommodation advertisers that they only pay for Visit Dorset because they value the TIC referrals. Customers are fed up of being held at arms' length by automated telephone and online services which limit choices and can lead to frustration & create anxiety. As the majority of our population is over 65 years old and this is set to increase, the TIC provides a good option at the far west of the county for signposting res

I work for the council as the beach attendant and liaising with the tic is vital to my role with work. Thanks to the wonderful staff at the tic we have regularly hired out beach huts beach wheel chairs helped find missing persons/properties, and much much more. The team at the tic and the tic it self is not only vital , but it's highly beneficial for lyme Regis as a whole. To loose the tic and it's great team would be a great loss felt by not only locals but our bread +butter (tourists). There is an easy fix to this ,Move the tic to the heart of lyme , on the beach. The jubilee centre is the perfect choice. It's the perfect building for a new tic

I work in a local business and we direct a lot of tourists to the TIC for information and advice.

I work in many restaurants near & in Lyme Regis - the service has been brilliant at helping and supporting local businesses + tourists alike. I go to purchase tickets & to ask For help & assistance & refure many of my customers to them

I work in the holiday industry. The mess you have made of Weymouth is bad enough. To do the same on a Jurassic coast information center(which lyme regis is) is total madness. The local info these people working there have can never to priced up by any council. tourist need to ask a human not a machine or the local ice cream van passing though to make a buck.

I work in the National trust shop in Lyme Regis. Customer service and face to face conversation is key to the success of our retail outlet and ethos. I regularly send customers along to the TIC looking for local information and maps etc which promotes the inclusion of tourists in the town and surrounding countryside. Many older visitors and walkers etc are not interested/ able to access information online or via a terminal and would rather speak face to face with someone who can make recommendations according to need. The TIC is one of the reasons why many tourists return to the town and a Go-To for their needs- an information point or website cannot help sufficiently with lost property/ injuries/ and just old-fashioned help. Closure would affect visitors perception of the town and is short-sighted.

I would miss their friendly advice. They offer a vast amount of invaluable local information.

I would much prefer to talk face to face when arranging tickets, finding out what's on etc. It's only by doing so that you get to hear about other things of interest, or coming up, which you may miss when using a web site .

I would not have full access to tourist information delivered by someone with local knowledge in a face to face service. I would have no option to take away information if I did not have access to intranet or did not have an opportunity to plan prior to my trip, I would have no way of getting information.

I would prefer a face to face service
I wouldn't be able to go there to get face to face info for myself and visiting friends
I, personally like to call in ANY TIC where ever I am. You get personalized information and advice based on your needs and expectations. Something which is not possible on line. Nothing better than a face to face talk. Plus one can purchase maps, books etc relevant to ones needs.
I'm disabled I often host friends who want to be explore the Jurassic Coast a World Heritage Site Not everyone accesses online information and no screen can project the warmth and knowledge of Dorset local people The personal touch is imperative in linking the here and now with the millennia long history of the Jurassic Coast it brings it alive Sterile plastic remote data detracts from the living breathing continuity of the vital alive Jurassic and Dorset Coast
I'm unlikely to use a faceless online service fir such locally relevant issues/info; I'm a heavy web user but not for what I feel is 'local' contact.
I've recently moved to the area after visiting many times as a tourist and while I can find a lot of information on the web, that requires me knowing what to look for. A face to face service opens up new possibilities I hadn't thought of and therefore would never have searched for. I also think safety wise I like many other people including most tourists can't make sense of tide tables so the expertise of the TIC is really helpful when planning a coastal walk or beach fossick. Plus it supports local amenities like the Marine Theatre by selling tickets without folk having to go to the theatre box office. Lyme is full of steep hills, make it easy for people to use all the town has to offer. Closing it = shoot your best tourist asset in the foot!
li provides members of the public with information including on places to stay
Immediate on the spot advice - tides etc
Important part of Lyme Regis life for all sorts of organisations and individuals
Important to have a face to face situation, queries are seldom covered by either terminals or online. Also the problem of buying tickets for events particularly for visitors to the town who will want up to date information. I want to be able to access information when I am in the town. Not everyone has immediate access to technology. Dorchester for instance has moved its TIC from a visible position in the town to the Council Offices. I never go there now.
In a location like Lyme Regis whose lifeblood is tourism it is essential that there is a TIC. For example to publish tide times for fossil hunters or details of unsafe beach areas.
In my experience, being able to talk to a knowledgeable person, especially when suggesting friends, etc visit Lyme Regis, is vital if they are to make the most of their visit to the town.
In overall terms it seems incredible that a town like Lyme with such a reliance on tourism should not have a face to face information service. Some detailed thoughts - Inability to buy tickets face to face for Marine Theatre and other events. The huge loss of an excellent information service for our own needs and those of our visiting friends and family. It sounds like the option preferred by people who don't live in or near Lyme and aren't that bothered about it. Whilst I don't personally use the service that often it is hugely valuable when I do.
In promoting both amateur music making (Axe Vale Orchestra) and professional music (Seaton Music) we need to use every opportunity to attract an audience. Every seat filled counts.
In real life tourist office is for help needed either unexpectedly or when personal IT tech not available. Or when in places with no mobile signal available. Can discuss options with local expert and consider their advice. A real office is accessible to all disabled people. Good tourism needs a real and friendly interface- not a robotic , cold experience. You might find unexpected options not easily found on a website
In this growing age of technology it is increasingly important to keep face to face interactions going. They are more helpful, personal, rewarding and enhancing. They strengthen the sense of community especially in small towns and keep the charm alive. Don't become another self service checkout.
info on local events, publicity for events I organise, purchasing tickets
Information for my family visitors as to what's on.

Information on local events. Purchase of theatre tickets.
Information on what is on in the town, great focal point for visitors to the town who have never been before
internet reception in Lyme can be dodgy - not always easy to get on websites, and sometimes you forget/don't look things up before you travel, eg: bus timetables, info on local attractions Have also found the centre useful for picking up souvenirs and charity christmas cards.
It allows me to access hard copies of bus timetables; buy tickets for events; and buy gifts
It currently sells tickets for our events and helps visitors to our annual festival find accommodation
It defies common sense to close TIC. Lyme's business is tourism and the TIC should be used not only as a resource for visitors but a source of knowledge for how to best manage tourism - e.g. overcrowding, parking, climate change issues
It has been important to have face to face contact with various queries i have MS and they have been brilliant in finding suitable accomodation, places to eat and seating at the marine theatre
It has been very helpful in finding a room for friends at the last minute when all else had failed, they have knowledge of the town which is so useful. They have also advised on locations for some good walks for the disabled. They are there for advanced bookings at the Marine and are very helpful over local transport. The face to face service is wonderful to have and we don't all have a computer in our pocket.
It has proved many times to be a very useful resource to myself and my relatives and visiting friends. Welcoming, knowledgeable staff are the face of Lyme Regis and West Dorset - a fantastic asset, helping with bus timetables, maps, taxis, accommodation, restaurants and entertainment - you can't beat the personal touch offered by this wonderful resource.
It is a good (?only) source of bus timetables. It supports and acts as a ticket booth for the Marine Theatre. Our visitors from outside Dorset find it a very useful source of information.
It is a good place to buy tickets, browse what's on and send visitors for information, maps etc
It is a great information source
It is a perfect focal point for local events to happen for both the residents and visitors to the town to surrounding areas.
It is a useful place to get advice when I visit and buy tickets for events. Wi-fi and 4g coverage can be patchy so unless you're staying at a hotel you can't always get online for this information
It is a very useful place for finding out about things I want to know. When family and friends visit they often use the TIC for information.
It is a vital interface between town and visitor which cannot be quantified in mere numbers
It is a welcome service when friends and family visit Lyme
It is always better to deal face to face. Personal touch - nothing can go wrong.
It is always better to have face to face contact.
It is always my first place of contact when visiting Lyme Regis
It is always nice to have a face to face at the tourist information centre, they are very helpful
It is an essential means of keeping visitors informed of local events and important locations.
It is an excellent local resource that keeps me updated and answers a myriad questions from me or visiting family/friends
It is an important service to the town.
It is an important service. Has so much information about what is going on. It helps other services, particularly the voluntary sector by signposting to visitors events going on locally. Tourists expect to be able to go in and speak to someone. Not all visitors or residents want to or are able to use electronic means.
It is essential that visitors to the area can access face to face information. Not everyone has access to online information, particularly if you are an overseas tourist.

It is essential to provide accurate information on features, activities and businesses for visitors, both holiday makers and business travellers.
It is good to have all the information in one spot in the centre of town for residents and visitors. When visiting, I always call to find out what is on in the Town. The staff are very friendly and helpful.
It is imperative that face-2-face communications are available for the tourism sector. customers/potential customers need to speak to a real person with resources at their finger tips to ensure the correct information is passed on. F2F also permits more than 1 person at a time to be dealt with! a touch screen cannot do this...
It is important to have face to face with a knowledgeable rep who can advise where to go / what to do in Lyme Regis.
It is just easier to access some information face to face. Web sites, books, etc are useful for getting information in advance but only a face to face service meets unexpected information needs efficiently.
It is much better to deal with a person rather than a machine
It is much better to have a person who can help with any need we might have.
it is much easier and more effective to visit an office where I can speak to someone
It is not just a "tourist" information centre, but a vital organ of the town vibrant existence.....and provides information about the wider area, other volunteer/unique/local events beyond the town, is a back-up to the theatre, sells great cards throughout the year, and at Christmas too...and much more besides. The current premises, in that particular location, and the excellent staff providing the service are all fine ambassadors and representatives of the town...its setting reminding you immediately of the town's history. The location and staff are always welcoming....offering far more than any screen ever can..... Having lost all our banks, if you close the TIC as well, the town would be deprived of yet more services...of services better provided by living people who interact in a human, socialising way than by screens of any sort. The theatre would suffer.....the TIC...spontaneous purchase of tickets by tourists would disappear, and without the TIC I myself would never have become a friend of the theatre, and would find buying tickets much more difficult.... Contact with people cannot be replaced.
It is not so much about how it would affect my 'business' but how it would affect Lyme. The staff at the Lyme TIC know the town and the properties available and are able to fine tune and match potential visitors with appropriate accommodation, last minute or otherwise, resulting in tourists staying in Lyme instead of moving on. They also provide many other excellent services. I accept that many people now search online for information but there will always be those who much prefer a conversation with a real person who knows the town and surrounding area and can advise accordingly. I recommend that visitors to Cliff Cottage go to the TIC if they need local information about events or tides. We are being encouraged to use our phones less and not to become completely reliant on them so it makes no sense at all to remove the TIC face to face service. Network coverage in Lyme also leaves something to be desired so Lyme may lose out on potential business that way. Having friendly, trained professional staff available at the TIC is important as the staff help the town maintain a friendly and welcoming image to those visiting.
It is not so much the affect it would have on me, if the T.I.C office were to close. "It's the many, many visitors who I have seen calling for help and advice" when visiting Lyme.
It is run by local people, who are very helpful and it's easier to get the answers to your questions face to face, the internet doesn't always have the answers to your questions. As a local I have often sent visitors to the town to the tourist information centre.
It is so easy now for us to make enquiries in the town in person or by telephone. We also make all our bookings for the Marine Theatre at the TIC

<p>It is so nice for our guests to be able to pop in and chat to staff in the tic about what to do during their stay rather than ploughing through leaflets. When you are visiting the area you have no idea of distances so may be unaware of how long it may take to get to places. Also they are a useful source of local knowledge about tide times, beaches etc.</p>
<p>It is so useful to be able to go into an office where you can discuss local attractions rather than having to search the internet</p>
<p>It is the best way to communicate what's going on for tourists and residents alike. The website compliments this but is not so effective. Needs to be open and accessible as it is now. Its part of the community and represents Lyme Regis. This is too important for just a volunteer activity. Needs to stay open.</p>
<p>It is the centre of our town. People not only book accommodation here but actively ask questions + get instant replies with added info. I book my Marine Theatre tickets here, find out about holiday activities for my grandchildren, find out about local productions, displays, exhibitions, new bus timetables. The staff are so informative + can guide me to buying/taking the appropriate timetable. All kinds of questions are asked+ all are answered. Most of us hate trying to get info from the internet. We need face to face.</p>
<p>It is the only place in Lyme offering a wide range of information face to face on tourist destinations in the area, local events, theatre information and tickets, travel information and accommodation info.</p>
<p>It is valued local service with wonderful staff</p>
<p>It is very handy particularly when purchasing tickets for the theatre etc. There is nothing wrong with providing a face to face service as the local knowledge is often better than anything on-line.</p>
<p>It is very important to get good advice while planning a trip to a place like Lyme Regis. There are several reasons for this: in general: 1)Lyme Regis is not the average tourist goal, and there is an extra need for information because of it. If you want people to have a good stay, its not sufficient to read a web-page. I Guess many People come because of the fossil walks. 2)I think many foreigners are one-time visitors, and the need for informations will therefore be higher. 3)The staff at Your Office do an exellent job in promoting the city and the area. 4)Not all visitors have the skills needed to find their way around the internett, and do everything on their own. I say this as a teacher, teaching in high School. This argument is valid not only for elderly people. For me personal: I was travelling down in the Christmas-periodthis year, and got important help on questions on how to get there. I was of course looking at lots of internet-pages myself, especially raililway-information, but it was in fact impossible to do this without help from Your tourist-office. If you want to promote off-season visitors, the Tourist-information is very valuable.</p>
<p>It is very important to have somewhere visible with face to face contact whee the many holiday makers that come to Lyme can go for information on accommodation, local transport, what's on. This information can be accessed online but a lot of people don't know where to look, or don't have smart phones. A lot of people prefer face to face, friendly interaction.</p>
<p>It is very useful to be able to get tickets for the Marine theatre in person. I often take visitors into the office to see what is going on that might interest them. I sometimes leave posters advertising Art exhibitions for my Art group or for myself. I go in to look at the posters on show which are advertising music, drama or art events.</p>
<p>It is vital to have a human touch in TIC Lyme for the best answer to specific queries and some tips on local business.</p>
<p>It just would not work for everyone who needs tourist assistance.</p>
<p>It provides a great service</p>
<p>It provides a useful service to friends who visit the town.</p>
<p>It provides a very useful function selling tickets for the Marine Theatre and information for visitors / guests on walking routes, fossil etc tours. The employees give useful tailor-made advice and discuss options in a way that would be hard to replicate with a faceless online service.</p>
<p>It remains a valuable facility for regular visitors such as us.</p>

It would be far more difficult to obtain information leaflets and get theatre tickets
It's a good place to get local maps
It's a local friendly information service and a hub for visitors and locals alike
It's a valuable source of local information when we visit Lyme Regis
It's always good to pop in and see what's going on. I buy souvenirs as presents for friends, as well as booking tickets for the Marine theatre.
It's an important service for local businesses. It's encourages visitors to use local facilities and attend local events. Giving information they might not receive anywhere else
It's not always about saving money , it's about providing information in a personal way by face to face contact remembering of course tourism is the life blood of not only Lyme Regis but also Dorset , for once try and think outside the box and look to use your funds more wisely .
It's a great asset to the town and I pick up theatre tickets from there too
It's a great facility for ideas, additional information you didn't even know you wanted/needed - the spark that comes from face to face
It's a great place where you can find out about local events and places to stay
Its always preferable to speak to someone face to face, to ask questions, get advice etc. Also its a great place to pick up leaflets about all sorts of events& places which would not necessarily be easy to find online.
Its essential to have a TIC in Dorset's premier coastal town, a gateway to the Jurassic Coast.
It's great to get face to face with someone to answer questions you have and to get first hand advice. I walk a lot in the local area so this up to date info is vital. Such things as tides and footpath closures always need to be known.
It's invaluable being able to talk to people with local knowledge who provide tips and points of interest that may not be covered by official information provided online. Also it serves as a box office for local events.
It's more consumer friendly to speak to someone face to face.
Its much nicer to talk to someone face to face when you are discussing things to do and where to go etc, The internet isn't the same at all.
It's not all about money. The Tories have promised an end to austerity so do not close the TIC
It's really useful for finding out what's on and bring s the community together. It's also really useful for people visiting Lyme Regis and for advertising smaller artistic events.
It's really useful to speak to someone who has local knowledge and can make recommendations.
It's so much nicer to speak to someone that knows Lyme Regis well.
It's useful both to me as a nearby resident to pop in and check local info and to people who stay who just want to browse what is on offer. A screen is just not the same as a real person saying 'there's this and this but if I were you, check out that because that is great fun and will suit you'.
It's where you gain local knowledge, from Theatre tickets, local events and further afield, local walks, beach safety, gifts, cards, other ticket information. bus information especially if First buses are not running and alternative times are given out. Refuse collections, brochures and guides for the country. Tide and time tables. Invaluable local knowledge.
I've always found it far more useful talking to staff with local knowledge.
I've stayed in Lyme for over 25 years in various holiday rentals and, whilst I am only one of many regular visitors I think the availability of face to face conversations and advice are really positive things the TIC contributes to Lyme
keep a handy info service for visitors.
Knowledge pleasant staff who quickly sort things out for you rather than trying to navigate sometimes difficult to use web sites
Lack of face to face communication computers do not replace a nice friendly face.

<p>Like all businesses in Lyme, we are totally dependent on the visitors. We need existing visitors to keep coming back and for new ones to add to their number. The TIC provides a friendly face and a warm welcome for everyone. They are the first port-of-call for advice and help when visitors arrive and crucially when things don't go to plan. There isn't another non-commercial focus in town dedicated to their (and our needs). The town depends on being open and friendly to all our visitors and you've got a good team at the TIC doing just that. Replacing them with a cold computer screen is such a retrograde step it would be almost laughable if it weren't so sad.</p>
<p>Living ten minutes' drive away from Lyme, I have many visitors and frequently bring them to the TIC so that they can get full information about local events, visitors' centres, Lyme's history and can buy books, postcards, souvenirs etc. The personal input from the staff is invaluable. We also regularly buy tickets there for the Marine and other local events. The Lyme TIC is fantastic and it would be a huge loss to the town and I am sure is well-used by thousands of visitors. Its location is brilliant, close to the Marine and the Museum. To replace it simply with website information is an appalling idea.</p>
<p>Local information and knowledge as provided by the staff at Lyme Regis TIC cannot be provided by a machine which can never be programmed to answer every possible enquiry. Engagement with a person can raise issues for discussion that had not been previously considered.</p>
<p>Local information face to face. Also very helpful getting tickets etc. It is a real asset to the town.</p>
<p>Local Knowledge is important not on the internet</p>
<p>Local knowledge provided by staff is essential for local people as well as for visiting family and friends.</p>
<p>Local knowledge, and reactive support/help/advice is the whole point of the service!</p>
<p>Local Tourist Information Centres are very important for any town as Dorset is a County that relies heavily on Visitors all year round. To be able to talk to well advised people will never be beaten, in comparison to Web Sites or display boards. With many visits I have made to TIC's I have always found the staff very helpful, and appear to be of great assistance to visitors, and will be helping to increase local business in many ways by keeping them in the County rather than travel elsewhere. I consider Dorset County Council should try to look after the many places of business that is a tremendous help to the local economy rather than loose them to other locations</p>
<p>Local, on the ground, knowledge is invaluable, especially for the infrequent visitor. Like many, when I decide to have a day out, unless I'm going to a specific event, I don't trawl the internet to find out what's on and where. I arrive, park, look for the TIC or similar; pickup leaflets for local attractions; check the notice board for exhibitions etc. In my opinion, it's the small events that will suffer, and in the end, cease to exist.</p>
<p>Locally as a family we always go to the TIC to find out what's on and what's coming up in the future</p>
<p>Look at the foot fall of visitors you get throughout the year, not just British but foreign language callers? Without the 'face to face' interaction, you would loose the personal, friendly & effective way of providing a service. The TIC is more than just a 'pop in centre', but the face of Lyme Regis & all it's attractions. Lyme has a long history in tourism. Plus, you only have to look at the number of films, books & TV programmes set in this area. People want to come and talk about it & the place they will receive this information is the TIC. You also have the secondary income with selling books, gifts, maps & post cards. Without an immediate 'face' in a tic, there is also the potential to loose income within the town itself - can Lyme Regis afford to do that. I hope the TIC stays open, with a human element for contact, for many years to come.</p>
<p>Looking to spend more time in the area I</p>
<p>Loose the extensive, detailed local knowledge valued by locals, people recently moved to the area and viitors. Online is not the same..... Not a personal service</p>
<p>Lose personal knowledge of staff as to what events are going on.</p>
<p>Lose personal recommendations and a friendly, helpful service.</p>
<p>Losing a face to face service would be taking a backward step - we need human beings! We mustn't rely on technology all the time - we will all lose our social skills!</p>

Loss of a great service to the area
Loss of a service to the town. Loss of an information point. Loss of place to direct visitors to
loss of convenience in purchase of tickets to Marine Theatre, in collection of local leaflets to provide information to our holiday let (this has potential for onward impact on take up of local amenities). Too easy to assume everyone has gone online, feedback from our visitors suggests that a significant proportion are not 'tech savvy'
lots of useful information and ability to book theatre tickets
Lots of visitors to the area and guests who stay with us - ask for and use the TIC
LRSC run at least one national/European/World sailing championship a year. We normally have a minimum of 100 visitors from all over who require accommodation for at least a week. These visitors use the TIC as a first port of call. It is difficult to put a figure on the revenue that these visitors bring to Lyme.
Lyme depends largely on its tourist trade and I believe that interaction with a real person is important. Although some people may wish to use a website service, by talking to a real person, who knows Lyme, you get a better feel for what's going on. Whenever I visit another town, unknown to me, one of the first things I do is to find the TIC – it is an essential part of getting the most out of the visit. From my own point of view, when visiting Lyme if my parents are away, I use the TIC to find out what's on generally in the town, but also, most importantly, what's on at the Marine Theatre and to book tickets there. I believe that if the TIC is lost altogether, the Marine Theatre in particular will suffer. Lyme already seems to have lost the cinema – although the Marine Theatre is doing a grand job in putting on some films. What next?
Lyme depends on its tourism for most of its livelihood. Our heritage, arts, culture, tourist attractions need support to flourish. Would be better to move the physical location of current TIC though to potentially increase visibility and usefulness eg to Lister room or the unused facility next to national trust shop in shelters.
Lyme has an elderly population, many of which do not use the internet. As usual the every way out is go online!!!
Lyme is a growing tourist hub, so why would you close a facility that is likely to be more in demand than less?
Lyme is famous as a tourist destination. When people arrive there by car or bus it is important that there is a handy place to pick up information on places of interest, walking routes, places to eat, swim or sunbathe etc.
Lyme Regis already has no banks. I work in Lyme and get asked multiple times where the TIC is. If this goes as well, it seems like Lyme is no interested in provided fundamental services for residents and or tourists
Lyme Regis is a community who know and recommend each other. Local businesses recommend that visitors go to the TIC for information. Therefore visitors walk past many local shops/cafes that they wouldn't normally visit. The face to face contact and local knowledge from the TIC staff cant be replaced by a website. This would lead people to visit other places instead. Local businesses use the TIC for events and it is known locally as the go to place for this information for local residents. Local business recommend that visitors go there too.
Lyme Regis is a great place with a thriving community. Closing its Tourist Information Office - which serves both tourists and local residents is a regressive step driven by a cost cutting agenda rather than an entrepreneurial agenda directed towards making things better and more prosperous for all.
Lyme Regis is a key sea side community and holiday resort. It also borders the county with Devon. It provides a key service. You can't replace the human role. A warm welcome to inspire enthuse and inform providing a bespoke service for every different query. So much would be overlooked without human interaction between staff and customer.
Lyme Regis is a major tourist town, the level of tourists we get we need the TIC. This is a major service to our businesses and helps support them as well in sending tourists to the right places. They help people find accommodation within the town as well.

<p>Lyme Regis is a Tourist destination to which thousands of holiday makers of all ages come every year. The TIC is a huge part of a service providing the tourists with a variety of information which in turn assist and supports the local economy. Without tourism the town would not survive in its present form and commercially it would be a folly to close the TIC.</p>
<p>Lyme Regis is a very popular tourist resort for families to come down to from all over the country. There has been a significant increase in diverse tourism too with continual exposure of the Jurassic Coastline and all it has to offer, as it is exposed to the world via TV and Film. But Lyme Regis is "heaving" with tourism in the summer months. It would be inexcusable for the Council to close the Lyme Regis TIC that provides the on-slaught of tourists with ideas for family entertainment, spots to visit, places to eat etc. People want face-to-face interaction, not apps or remote TI stations. Even if you closed the TIC during the winter (understandable) - DO NOT close it during tourist season. If the council does that, it is sending a clear message that it doesn't care about Lyme Regis and its' future and of course, those monies will be distributed to Dorchester, as always.</p>
<p>Lyme Regis is and always has been a very friendly place which is why after 35 years as a visitor, I now live here. The staff in the TIC epitomise this and are so friendly and helpful, whether you are buying tickets or finding the correct timetable. This is so important as they may be the first port of call for visitors.</p>
<p>Lyme Regis is great attraction for tourists including nearest large cities. Visitors number will bring enormous revenue through car parking as well. If you don't provide any willingness of tourism service, this gives very negative impact towards the Town itself. In another words, Dorset is not interested in tourism.</p>
<p>Lyme regis is heavily dependent on tourism , which in turn supports all the local facilities we enjoy from bus services to food shops. It is vital that this product called Lyme Regis, which is so important for the product called Dorset, is invested in and that visitors are provided with first rate local information by informed local experts. We frequently ring the TIC even if we only visit a couple of times. We order tickets for events and regard them as a fount of knowledge. The sailing club rely on their support when organizing events which are a boost for the local economy. Dorset Council is a strategic authority for promoting the County, but it cannot do this without front line activity and experience to feed into its thinking. TIC staff are your roots!</p>
<p>Lyme Regis is reliant on tourism ..my first port of call when visiting a new area is the tourist information .. Year upon year the town gets busier , maximising it's tourist status through various year round attractions, not to mention the forecoming release of a major film..it's closure would impact me as a resident as I use it often for info ie theatre tickets visitor info etc etc...MOVE IT TO THE FRONT SHELTERS IT'S SO OBVIOUS.... It's PATHETIC!</p>
<p>Lyme Regis Lifeboat is launched an average of 30 times per year to people who find themselves in difficulty along our coast. Up to 50% of these launches are to casualties who are not engaged in waterborne activities, but are walking along the beach or fossil hunting. A typical launch is to someone who gets cut off by the tide, gets stuck in a mudslide, or slips on rocks and suffers fractures or head injury. The TIC currently provides an excellent service in giving face to face advice to those planning to walk on the beach. This includes tidal information, safe beach access points and warnings on the danger of attempting to walk across mud slips. Whilst it is clear that some people who end up in difficulty would have ignored advice however it was delivered, many will take advice and thereby avoid a dangerous situation developing. My fear is without the face to face capability provided by informed TIC staff the number of people getting into difficulty will increase and with it the number of injuries or fatalities occurring on this stretch of coast.</p>
<p>Lyme regis needs a personal contact with visitors to encourage use of the local businesses and services.</p>
<p>Lyme Regis needs to maintain a face to face tourist function so that locals and visitors can keep up to date with what's happening in the Town and access local knowledge.</p>
<p>Lyme Regis relies on tourism and removing the TIC would be an act of lunacy. No major tourist town should be without a TIC. Websites have their place, but you cannot beat human interaction.</p>
<p>Lyme Regis sailing club promotes sailing and attracts a considerable number of sailors (tourists) to Lyme who use the TIC by holding national and international events. This brings prosperity to Lyme.</p>

Lyme Regis TIC is a quality service for a quality location. I am proud to live in Lyme Regis and Dorset and a computer website will never match the personal, efficient, knowledgeable and friendly service provided by LR TIC. It is of great value to our vibrant community where there is always so much going on that local residents cannot even keep up with the options. It is so useful for making theatre reservations, finding out about local activities, transport, coastal and other information when people visit us or we are involved in local groups (such as the sailing or gig club) that welcome visitors to Lyme Regis. Perhaps more importantly it meets the excellent goals in the Council Plan regarding: economic growth, promoting our unique environment and for informing visitors of crucial health and safety information for our potentially perilous coast. The discerning visitors to our increasingly desirable holiday destination deserve and expect such a service.

Lyme Regis TIC is my biggest leaflet outlet. They distribute around 1500 a year. They also send business my way for fossil walks at Charmouth during peak holiday dates. They also share more of my tweets on Twitter than anyone else. (Critical as I get a lot of work that) My business is included on a weekly list for local fossil walks that they send to all local accommodation providers.

Lyme Regis TIC send many visitors our way, that may never have been to Charmouth before. This doesn't only support the Heritage Centre but all the other local business too, which could not survive without the tourism trade. It is also an important hub for health and safety about tides in the local area where so many people (mostly visitors) get cut off! Although many visitors maybe more savvy with looking things up online, most local people are of retirement age and above. They rely on face to face communication for their information for local events and it also forms part of a hub to make them more included in the community. Something which we have found here in Charmouth. If the TIC is to close, another option should be sought out. Seaton TIC merged with the new Jurassic Seaton Centre, so could this be an option to approach the two local museums and see if they are able to house some of the local information? Or the pavilions on the seafront? This is a central point that every person can pass.

Lyme Regis TIC take posters for us advertising B Sharp's music activities for children and young people - so providing a signposting service

Lyme's tourist industry is crucial to the economy and remember not everyone uses a computer. I strongly think this is an important part of the tourism industry.

Mainly tickets for Marine Theatre

Many customers ask for information about Lyme especially as we are their first stop down from the carpark. Where will they get this information about their stay if the TIC closes?

Many of my self catering customers are older and not so likely to use computers or smartphones either at home and more so on holidays. There are also partially sighted people to consider who would be more ably helped with a face to face service. I provide information leaflets that I can obtain from the Tourist Centre to place in my accommodation. These give my guests a great deal of options for visiting local tourist attractions and encourages repeat visits when they can't fit everything in on their first holiday here. The website takes time to filter, I couldn't even get the Charmouth Heritage centre to come up under 'Things to do' so it does seem to me that not everything is included. Smaller local areas like Charmouth can not be filtered separately. I also wonder if it costs to advertise on the website for certain categories including accommodation.

Many people do not like using online service. I like seeing the TIC (anywhere) going in and chatting to the knowledgeable staff. Online cannot replace the personal touch.

Many people especially tourists use the TIC as a source to get information on local business and activities in Lyme. They also use it to pick up leaflets and information which might take some time to research on the web. TIC staff have the expertise to quickly answer questions and direct people to the right place. This aids both businesses and the town and encourages footfall. When Seaton TIC was closed, for example, it caused many issues for businesses in the local area as well as for tourists. Once it reopened the benefits were immediately apparent. It would be a great pity if the same happened in Lyme.

<p>Many people travel to Lyme Regis from all over the world, not just locally. People need to know what is going on, where to look and what is in and around the surrounding area. Face to face is being lost, we need people to comunicte, not just use machines!!</p>
<p>many people use this office it will be sadly missed</p>
<p>Many people who visit may not understand how to use technology, being able to ask a local person can answer questions, people wearing a Sunflower badge may need extra time to answer or may have limited understanding of reading instruction on a screen. As most seaside towns understand it's the tourist who help keep them alive and thriving, throughout the year. Living in Weymouth where the TIC closed some years ago I'm always helping visitors find bus stops, places to eat, location around town to historical sites. Without a permanent site people will not be able to find this information. In Weymouth we've had many locations who volunteered to have the TIC within their business sadly this has failed on many occasions leaving our visitors often confused and leads them to travel outside the area</p>
<p>Many residents and visitors would not use or have access to a website. The Marine Theatre would suffer from reduced bookings.</p>
<p>More information on local area is always useful the more the better</p>
<p>Mu students, Woodroffe School, buy their tickets for the Marine there.</p>
<p>My business is tucked within the Town Mill and is not obvious in the town centre or seafront. Lyme is a small but condensed community. Visitors often have difficulty locating areas or premises and require direction. Also the TIC provides a community service beyond direction and 'what's on'. They are available to answer questions and support local businesses - for example, they sell tickets on behalf of the Marine Theatre, an important and significant connection to the local community as well as visitors and tourists.</p>
<p>My business relies almost entirely on the tourist trade. Any reduction in service of the current TIC will inevitably have a detrimental impact on trade. Being based at the Town Mill, my business is tucked away in the back streets of the town - somewhere that most tourists don't find by themselves. We have to rely on the TIC, advertising and signage to get people down here. Lyme Regis is known as the Pearl of Dorset - it's THE place to go when visiting Dorset and arguably one of the most famous UK destinations. For a town that almost solely relies on tourism to exist and the thought of us having no face-to-face facility to support our local economy is unthinkable. Yes, it's a cost to the Council every year but that's what we pay taxes for; for that money to be reinvested in our local communities.</p>
<p>My experience of the face to face information provided by the TIC has been invaluable. The personal one to one engagement is much appreciated and I should imagine would be appreciated by both residents, friends of residents and outlying areas and indeed tourists. In fact given the popularity and significance of Lyme Regis as a very unique and bespoke coastal town on the jussassic coast I would go as far to suggest that there could be significant benefits to extend the services (personal services/one to one services) provided. I would cite the National Trust, Lifeboat and Fossils as examples of potential case studies. The TIC could become a commercial asset, particularly if it focuses on the unique setting, areas of natural beauty, sea fareing activities and other tourist outlets (i.e.) all of those things which supports good commercial business.</p>
<p>My guests regularly use the service to obtain information about all aspects of the town and surrounding areas which are invaluable to a town which is so reliant on tourism. I use the service to buy tickets for myself and guests and obtain information on upcoming events to advertise for future business. The TIC provides a fantastic service to locals and tourists alike and the towns offering would be severely diminished if this vital service was lost. The TIC is often used as a place for lost items to be handed in as there is no operational police station. Surely the TIC could move to the Lister Building which is well situated but appears to be under-utilised?</p>
<p>My opinion is that the personal contact is key to being able to make recommendations where required especially with the current incumbents. A computer generated response, from my experience, will rarely answer the real question. Personal intervention is always best.</p>
<p>My painting and decorating service depends on holiday home owners. These home owners in turn depend on regular visitors to Lyme Regis who routinely depend upon the TIC service.</p>

<p>My wife and I use the TIC at least twice every month for latest local information and usually to book theatre and other tickets. We occasionally buy local Dorset products which are on sale there. We also do much walking and touring (car) to neighbouring counties and towns so use the TIC to gather information about these which is quite considerable and valuable.</p>
<p>Need a personal touch</p>
<p>Need for tourists summer and winter. Also helpful for people that live here too.</p>
<p>Networking, supporting Community, Going to Marine.</p>
<p>no service</p>
<p>No smartphone - no internet - no good!</p>
<p>No wi-fi at our property</p>
<p>not all visitors use phones/internet to find information. When people arrive mid afternoon looking for accommodation where will they go?? Does the TIC not take a booking fee when arranging accommodation?? How many screens would there be?? and where.</p>
<p>Not as easy to get info on local events and to buy tickets for theatre productions. Also use it to get transport timetables and visitor info and leaflets about other places of interest to visit.</p>
<p>not every visitor to the town is IT literate. a large number are elderly and expect there to be a tic in the town to visit and get guides to what the town has to offer</p>
<p>Not everybody got on line access. Nothing like face to face interaction.</p>
<p>Not everyone has a computer or similar device. Face to face is still needed for walkers information, tide tables and dangers, accommodation, theatre tickets, events etc. bus times and where from.</p>
<p>Not everyone has access to the internet or are capable to use it. Questions and queries can not necessarily be answered online. Face to face is the best. How would locals obtain new bus timetables, theatre tickets and the suchlike? Visitors wouldn't necessarily have visited the website and also the accommodation available, particularly at short notice wouldn't be easily found. Visitors could abandon the town and seek facilities elsewhere.</p>
<p>Not everyone is comfortable with internet or have iphones / computers.</p>
<p>Not everyone is happy to use IT. Face to face much more effective service.</p>
<p>Not just for my own use, but TIC is where almost all visitors usually to when visiting an area, friendly start to sky visit</p>
<p>Not so much as resident who buys theatre tickets but for the benefit of our valued visitors. They need a face to face point of contact for many different reasons. So often, when asked questions, the solution is "ask at the TIC". A website cannot provide, or replace, the friendly, helpful, face of the TIC staff.</p>
<p>Nothing beats a face-to-face service.</p>
<p>Nowhere to get advice or information when I need it. It would mean that I didn't use local places as much</p>
<p>Obviously we don't use it often but we always go to the TIC when in Lyme for a warm welcome and not only to learn what's happening / buy our souvenirs but to get a feel for the local community through reading local posts and talking to the ladies.</p>
<p>Often go in to see new attraction information and advice o the area</p>
<p>Often websites do not give all the information you need or the sites are complicated to use. Also not everyone, even in today's world, has a computer or is computer literate.</p>
<p>Older residents need fact to face support. Many unable to access online information.</p>
<p>Older visitors in particular dot always want to use the internet. Also internet service in the area is often poor</p>

<p>On every visit to Lyme Regis (whether for a day or staying for a week) I visit the TIC to check on current and forthcoming local events, both by collecting some of the excellent selection of leaflets and / or by talking to the well-informed staff. I also frequently buy items in the retail part of the centre. Visiting the TIC is a crucial element in my (and my family's) frequent visits to Lyme Regis and enables us to make the most of our time in the town. While I use the internet frequently, a website is no substitute for either talking to helpful, well-informed staff or collecting a selection of leaflets to be looked through later.</p>
<p>On short or long visits it provides vital information about my stay. I would come less or not at all without it.</p>
<p>One more service less in small town and village.</p>
<p>One of the areas I work in is running a not for profit organisation that holds two events a year - the UK's only Sea Water Polo Championship and the Lyme Regis to Charmouth 3.15k sea swim. I also run an annual event at the Marine Theatre called Sea What's There that brings together 4 speakers who discussed and share information about what is happening to our oceans and how we can help them. I own a PR & Marketing communications agency that is not dependent on my being in Lyme Regis nor uses the TIC for business - however it does provide me with an insight and knowledge of what is happening in this sector and building customer relationships to gain profit and branding. I think what is missing in all these discussions is what the TIC actually does. Whilst it does everything you list it also does an awful lot more. It oils the wheels of a lot of activities in Lyme Regis (non profit, organisations, voluntary and business) for locals and supports tourism and other events, businesses and organisations not just in Lyme Regis but also in Dorset. The reason they are able to do this is because of the knowledge those individuals have by actually working in this sector, which can not be learnt/achieved by volunteers. Your website supports the work they do - it doesn't replace what a face to face experience achieves. Anyone working with customers in the current climate (i.e any visitor who visits or benefits from that knowledge) knows that online media and social media supports that business but is not the whole business. (I work in the digital sector where my clients include retail, entertainment and events). These days people gain information from multiple sources. Here are some of the ways I and people who attend the events I run use the TIC: As a not for profit organisation that runs events we attract people to take part in those events - locally and from other areas (including Dorset, Kent, London, Cornwall, Devon, Somerset, Bristol, Midlands, Wales, Hampshire etc).</p>
<p>Online information doesn't work. The personal touch, especially when in an unknown area is reassuring.</p>
<p>Online services are very limited. They only guide the user to what they want to find and do not adequately show what is totally available. Online has not, does not, and will never replace personal local knowledge no matter how much artificial intelligence you add. Therefore, all organisations/businesses in Lyme Regis and its environs would suffer because a second rate service would be offered online. Not every visitor or resident to Lyme owns a smart phone or has access to a computer when they are in Lyme and thus would not be able to access the information. For example, Lyndhurst (the capital town of the New Forest) removed its TIC. Now visitors either go into the Out of Town Museum or the Community Centre looking for information, both of which do not have the information. Visitors are left with just a notice board and a map in the car park. Lyndhurst has as many visitors as Lyme Regis on a summer's day in the holidays.</p>
<p>Our beautiful area attracts the older generation who are not all users of the internet and they would be cut off from the services offered by the tourist office, they would miss out on finding out about all the lovely places to visit whilst they stay in the area and those businesses will lose out on customers. I feel the local area is very much dependant on our visitors and the vital income which they bring to the area, to cut the service off completely would be very damaging. I appreciate that you may not wish to have face to face interaction and the costs implied but as a bare minimum an interactive screen in a prominent position where visitors will find it easily to check out where to visit, where to stay, where to eat etc would be essential. Advertising for local businesses could be included to support the cost of upkeep/updating.</p>
<p>Our brochures are handed out through the centre. We have had customers recommended by TIC staff.</p>

Our clients will always be at the middle to older age range. Not always able to use web services. They have all said how they make a beeline to the TIC for information about local activities and events. Lyme TIC have helped our clients looking for last minute accommodation..
Our guests, like all visitors to Lyme, generally look to the TIC as a source of local information
P The staff are very helpful with all enquiries and I also frequently purchase Marine Theatre tickets here. Face to face contact is a far better way of getting detailed information and advice.
P They provide a wonderful service particularly for people who do not use online services. I am a frequent customer and feel it would be a huge loss to lose a face to face service for both residents and visitors to the town. I also feel they could take on other services such as a beach hut rental which takes up considerable time for the council staff.
P I have observed ticket sales, hotel room bookings and tourist information being given. To close this TIC would be a great loss to local businesses, tourists and the local and neighbouring communities.
P. The TIC is superbly run. It has a comprehensive range of leaflets and books. The staff are very helpful. The TIC sells theatre tickets.
Part of the usefulness and charm is accessibility to real people with local knowledge and enthusiasm. You get clarity with up to date information that is not always available online. Most online stuff needs access to a printer which isn't always available or is expensive to run. You get the sociability of interaction with someone - when many are these days lonely. The price of a TIC functioning with humans is something that makes the town more welcoming and friendly and I consider it a valuable use of precious tax payers money.
People buy from people. A face to face is what is needed now a days.
People need easy access to information / tickets etc. This especially while on holiday.
People of a certain age (pensionable) still like to deal with a real person. Many of us do not feel the need to be in touch with the world wide web 24 hours a day 7 days a week. I appreciate I may be in a minority! Touch screens are rubbish at cross selling which is what the current staff do very well as they get to know people and remember them. Also on numerous occasions I have heard staff explaining to visitors the attractions, shops, pubs and restaurants within the town and also assist with finding accommodation. Usually receiving grateful thanks from the visitor.
People still like face to face contact with people who can provide them with information.
People stroll around the town and make a bee line for the centre to get up to date information. Older visitors particularly find a face to face contact very helpful. Similarly foreign visitors find a person much easier to communicate with, so the office is a valuable resource.
Personalised information will no longer be available.
Point of personal information and ticket outlet for events
PREFER FACE TO FACE
Prefer face to face services.
Promotion and ticketing for Lyme.Folk Weekend would be severely affected by this closure and could.possibly mean the festival closing down . The town will be robbed of a great event and the money it brings into the local economy.
Providing both local people and visitors with information in all aspects of the town and local areas
Provision of advice and services to tourists especially and locals is very important for the well being of the local economy. Speaking to someone is far better than a web page.
Provision of information when required.
Purchasing Marine Theatre tickets. For local newspapers and to find information on local events.
Purchasing tickets for the Marine Theatre. Accessing local information readily and easily. Knowledge of the local area and services.
Purchasing tickets, getting up-to-date timetables and other information booklets / schedules.

<p>resident who lives in Lyme and frequently help visitors and so useful to direct them to a proper tourist information centre. As a person who travels widely abroad face to face. TICs are our first port of call on arrivals. They have so much more up to date info than the internet (contains loads of old postings) or guide books (out of date when printed).</p>
<p>See supplementary evidence 003</p>
<p>see supplementary evidence Ref: 002</p>
<p>Some residents do not have adequate internet services, this could apply to visitors also. Any queries are always best dealt with face to face. Visitors are walking around the present area close to the Theatre making the TIC easy access to find. TIC provides an amazing service for the theatre and being close enables people to book their tickets. TIC present building enables access to all.</p>
<p>Sometimes the information required is not available on line and some face to face contact/discussion is preferred.</p>
<p>Staff answer all sorts of questions. Theatre ticket service is brilliant. Printed information is very useful indeed!</p>
<p>Staff provide valuable help and information which is not easy to find by internet or other means. Their help, professionalism and the personal touch makes them good ambassadors for Lyme and it's many attractions.</p>
<p>Surely the Town Council are shooting themselves in the foot !!</p>
<p>The ability to pop in and see what is happening in the area on that specific date.</p>
<p>The age profile of visitors to Lyme Regis includes older citizens who do not use or infrequently use websites and social media. An information point is required, manned by people in the town. Other more internet savvy visitors find they have little reception (WiFi) in the town and so need somewhere locally to find out what is happening.</p>
<p>The alternatives would not be able to replicate the service I currently receive. I also use the TIC to promote fundraising and local live music, this would not be possible if it were closed, or replaced by a terminal.</p>
<p>The centre is a vital community asset. Including up to date information, tickets , leaflets, A key link with the areas tourist trade</p>
<p>The centre provides more services than normal. For example it acts as the box office for the marine theatre. You get better advice face to face. The first website is not very user friendly.</p>
<p>The convenience of having the service there is really important for the town. For all year visitors and locals.</p>
<p>The Discovery Centre as a visitor centre in the local area provides a tourist information function too. We know from our visitors that local leaflets are still very popular despite the view that they are dying out. We have also found that our visitors appreciate the chance to talk to someone face to face and ask for some suggestions. It is important to us that we promote visiting the other opportunities of visiting other locations along our fantastic and varied coastline. The Lyme Regis TIC have done this and have been very supportive of us since we opened including supporting us on social media too. Why can't the successful model of Bridport TIC be copied elsewhere? Having been a regular visitor to TICs in a personal capacity over the years I have seen the impact that closing and moving TIC offices in Weymouth and Dorchester has had. I was amazed when we attended the recent Dorset Tourism Awards for which we won a Gold award of the small number of nominations from the Weymouth area and the number of entries from the West Dorset area. As a charity we only have limited funds for marketing and have chosen leaflets over paying for an entry on Visit Dorset. We have visited many hotels and campsites and every time have received a positive reaction to leaving leaflets.</p>

<p>The existence of an office to visit and get information is crucial to the success of a holiday resort such as Lyme Regis. Whenever I have been a visitor to a strange town here or abroad, the tourist information centre would be the first point of contact.. I actually judge a town by this resource, I don't think I am the only one. The town receives a lot of funds from tourists, not least of which are high parking fees, and council tax from residents and business rates, this money needs to be spent on providing a proper TIC. Yes we use it too.i am appalled to read the town council think they can manage without this office.</p>
<p>The face to face option provided by the TIC is a strong incentive to go there and learn about things to do in Lyme Regis and the area. I believe that far fewer people will use an automated system.</p>
<p>The face to face capability is a vital part of community life (especially for more vulnerable people) and also essential for delivering tourists a happy holiday, one where they experience community and the value of human interaction. With loneliness becoming an epidemic across the world - there are few places left where people receive human interaction. I traveled on Vietnam airlines over Christmas and there was a feature on Dorset, mentioning Lyme Regis as the pearl and highlight of the county and area. The Tourist Information Service in Lyme Regis was mentioned specifically as offering a vital help line to people visiting the area.</p>
<p>The face to face interaction and advice and knowledge given to visitors and guests, on arrival to our town, is immense. During our last season alone, many European visitors came to us to praise the expertise and input they received personally from our TIC Staff. This was so important to them, as their use of English was limited. The staff provide an invaluable and personal interactive service, which has also been highly praised by many of our older guests. The TIC staff have also promoted tourism within the town, by contacting us to meet the specific needs of visiting tourists. Their expansive knowledge also helps us to answer questions from guests.</p>
<p>The face to face service currently offered by trained members of staff is a highly valued and needed service for Lyme Regis town and it's tourism and tourist attractions across the county. Suggestion of new premises at Jubilee Pavilion.</p>
<p>THE FACE TO FACE SERVICE IT PROVIDES CANNOT BE REPLICATED BY ANY OTHER MEANS AND WILL SERIOUSLY AFFECT MY POSITIVE EXPERIENCE OF LYME REGIS AND ITS SURROUNDING AREA. I FEAR THE SAFETY OF TOURISTS WHO NEED TO SPEAK TO A MEMBER OF STAFF REGARDING TIDE TIMES AND WALKING THE COAST. IT IS A SUPER COMMUNITY HUB FOR ALL KINDS OF INFORMATION AND A WELCOMING 'FACE' OF LYME REGIS FOR NOT ONLY TOURISTS BUT THE LOCALS TOO. IT IS A FALSE ECONOMY TO CLOSE.</p>
<p>The folks in the TIC represent the town to a whole host of visitors and they provide a wonderful personal interactive service - this is not something that can be replaced by a website. They have local knowledge and can help shape visitors experience when visiting the town, notwithstanding the support they give the Marine Theatre</p>
<p>The information given by the team is important to local business and is vital to grow business in the Lyme area.</p>
<p>The interaction with a person rather than a computer. Unless the online portal is extremely well written, there will always be gaps in information, info that cannot be found, info that hasn't been updated.</p>

The Jurassic Coast Trust feels it would be a great shame to lose the TIC in Lyme Regis, which is such a tourist hot spot and a key Gateway Town for the Jurassic Coast World Heritage Site. You can't easily replicate the face-to-face quality of the interactions available through a TIC. These interactions are of particular value to older people who may not be as active online. The TIC also enables up to the minute information to be provided about tide times, weather events, rockfalls, landslides and other information which has a public safety element. When people are planning on looking for fossils or walking on the beach, this information is particularly relevant. A living person is much more effective than a sign or website in providing this information, much of which can be complex and area specific (e.g. people visiting from afar may have no idea about tides or landslides and may need a lot of it explained to them.) The TIC also provides a social hub so people who may be isolated or lonely can pop in and talk to someone. It could also be a great source of volunteers for the community. Further more, the TIC has economic benefits to the town as people may book a hotel, B&B or cottage after speaking to people there. This information could be (or maybe already is) recorded by TIC staff so they can demonstrate their value in real monetary terms to the town.

The knowledgeable staff at the TIC do a wonderful job in providing information on local facilities and amenities to both residents and visitors. This would be a great loss to the town.

The ladies at the touristic center were amazing. If they were to be replaced by the website it would affect the experience. I know that maybe it seems less cost effective but if you were to invest more on tourism of the area you will bring more people. So, by attracting more people from all ages groups you need a point of contact made of real people because they can also provide with insights and useful tips which cannot be covered by a website. Humans need humans

The ladies employed in TIC have first hand knowledge of the town and everything that goes on. They are incredibly good ambassadors for the town.

The loss of up to date information regarding local services, local events/ activities and local safety information will have a significant effect on myself as a regular user and supporter of all of the above and a knock on effect on local businesses which are dependant

The Lyme Regis Tourist information Centre is an essential resource for HIX Townhouse. The team give valuable information about the town and surrounding areas to all of our guests and are a first point of contact for many. They offer friendly and knowledgeable human interaction, and a greater understanding of the needs of our tourists than you would be able to find on the website.

The Lyme Regis tourist office is strong on information about Lyme Regis in a way that Visit Dorset is not

The majority of my visits to the TIC are to purchase theatre tickets for myself and my disabled friend who is a keen supporter of the local theatre. The staff are so friendly and informative. They are particularly supportive of my friends needs. We would both really miss this contact. N.B. Recently, the TIC contacted my friend to see if she had heard about one of her favourite comedians coming to Lyme. A really touching gesture.

The manned TIC and its associated services are a real jewel in the town - good stocks of information, helpful staff, ticket office for the theatre, etc. My wife and I own a shop which relies heavily on visitors to the town to remain viable. All local retail is under stress from internet and out-of-town shopping so it is essential for the town to continue to provide the best possible public facilities to attract visitors. I believe this should include the provision of a manned TIC in the current form. I do not support any of the options put forward -and cannot believe that an alternative venue cannot be found - a want of trying I suspect!

The option of people looking for accommodation for their stay or for future holidays, picking up a brochure and face to face conversation.

The people in the TIC are in the know about what is happening in the town and can often give up to date information that isn't online. Face to face, they can proactively promote events and keep locals and visitors well informed in a way that is very different from receiving impersonal emails.

<p>The personal knowledge of the staff , the broad range of information and access to ideas which may not have occurred to me from media led advertisements makes the existing , face to face ,service attractive and most informative</p>
<p>The personal service offered is much valued by a non resident of Lyme which has much to offer that would otherwise be inaccessible.</p>
<p>the personal touch and welcoming presence is important as it reflects the personality (friendly & welcoming) of Lyme Regis. Also the booklets and leaflets are important. Computers can't offer these services!</p>
<p>The personal, trained, friendly approach of the employes of the TIC lead visitors such as myself towards local business, facilities in Lyme Regis and its locality. This encourages visitors to spend time exploring local businesses and therefore spending money in the town. This would apply to cafes, shops, restaurants, museums.</p>
<p>The professional staff add a layer of in-depth knowledge over and above what I can find on-line. They can advise what really suits my needs . If I go on-line I don't get comprehensive information - I see information from the places that can afford to pay and shout the loudest, while there are many small businesses that suit me better. They staff also give good information on walking and beach safety. Closure would also badly let down local event organisers who rely on the TIC to provide promotion and ticketing services. Local events make make a community thrive. People with disabilities, those unable to access digital information and those who need or seek the support of TIC staff will be badly affected. The Council will be failing to provide an adequate service to these groups.</p>
<p>The range and selection of infomration is exceptionally good and the staff, friendly, knowledgeable and very helpful</p>
<p>The RNLI Lifeguards have a great working relationship with those in the TIC. Providing quick and efficient communication to the Lifeguards on duty if there are any missing children or first aid incidents.</p>
<p>The same happened in Weymouth, and it's been a DISASTER for the town</p>
<p>The service and information offered by the TIC is excellent. There is so much support for all tourist and travel customers as well as locals looking for information and for example tickets for the Marine Theatre. The advertising and promotion of local activities and events is excellent and so available to those passing by. I also work in the travel/tourist industry in Lyme and it is a point of contact and referral for guests who would like information or to purchase tickets for activities or events.</p>
<p>The staff are friendly and welcoming and have local knowledge about the area that would be difficult to find anywhere else. We use the TIC for information for family and friends visiting the area and to buy tickets for events. Visitors like to speak to a person as they know they will get a quick answer or they can find out the information for them. There are a lot of elderly people who are moving into East Devon and West Dorset, they prefer to talk to a person as they may not have access to the internet or be used to using computers or other technology.</p>
<p>The staff are lovely and helpful. The shop is well stocked with brochures and information including places to visit, shows, buses etc. Bookings are available for the theatre, holidays, tide times, walks, maps. Local knowledge in general.</p>
<p>The staff are very helpful and knowledgeable and it's great to get first hand info face to face - much nicer, easier and more effective than online.</p>

<p>The staff at the tic have a key role in information provision regarding events that take place in the lyme area that generate millions of pounds for the local economy. Bringing people into lyme, liaising with people to make events happen, providing a locus for event networking and providing a human interface between event organisers and potential eventgoers; these are vital roles that computers will never satisfactorily achieve. IT alone cannot replace the role that human contact plays in local event networking and promotion. Tics are still very much needed in modern society But if DC is determined that it needs to save money from tics then maybe it should take its responsibilities for local information provision more seriously and provide quality information hubs that fulfil the council's statutory obligations for library provision, as well as maintaining the tic function and also providing information on council services to tax paying residents.</p>
<p>The staff have a wealth of knowledge and great ideas as to what to see / visit / what's going on / where to eat. So much more attuned to our individual needs than the internet. It's what brings us back.</p>
<p>The staff have always been so friendly and helpful, we have been visiting for many years and bought many momentos and booked tickets to the Marine and fossil hunts. How can you think of closing this wonderful facility in such a busy place??</p>
<p>The T.I.C. is a valuable link to people for face to face contact to find out what is going on locally and I think it is very short sighted to lose this facility. Young people may use a website like visit Dorset to find information but many middle age / senior citizens will always head for the local T.I.C, my wife and I included.</p>
<p>The team are friendly and knowledgeable and provide a great service. It is simply not possible to get the level of help and information they provide from a website - you cannot ask a website questions and get the required response.</p>
<p>The team is the face of Lyme Regis and are constantly promoting the town with every contact they have.</p>
<p>The TIC covers many things - booking tickets for ther Marine Theatrein advance -has the local Lyme Regis paper free to collect - has local information on all sorts of things including bus cg=hanges road closures etc It provides a great service to tourists who seem to visit Lyme all year round and who are alwas akimng me where is the Tourist office . Keeps locals up to date on events each month and free monthly infomation</p>
<p>The TIC gives the most wonderful support and service to visitors to the area, it's usually busy when I'm there. They also sell tickets for the Marine theatre, and the staff are truly excellent. They make suggestions to visitors of what to see, and surely must help boost the visitor numbers to all attractions.</p>
<p>The TIC has always been a valuable source of reliable information when on-line information is either not available or difficult to find. We purchase tickets for events and find this convenient. Even though we live in Lyme Regis, the TIC are very helpful with the provision of local information.</p>
<p>The tic has been so helpful to me every time I visited Lyme Regis. The ladies have been wonderful and provided much help and information</p>
<p>The TIC has proved a vital link between the many tourists and visitors to Lyme Regis throughout the year. Many are older and not using social media and value personal advice and information. The Town Mill where our business is based is tucked away and needs every bit of help to direct people to us. The tourist office has done an excellent job in highlighting it for us and we would surely miss it.</p>
<p>The TIC help promote and tell people about local events and things to do, they do read the word. Word of mouth is still the best way to get people to workshops/courses and events, supporting myself and other frees cars running events</p>
<p>the Tic helps with lost and found on the beach and questions that arent answerable for us</p>
<p>The TIC in Lyme is so much more than just a ticket-buying service. Many friends and relatives visiting spend ages in the TIC buying presents and maps of the area. The staff are unfailingly helpful and knowledgeable. Many older residents do not use computers and would not buy tickets to excursions/the Marine Theatre and many other things if the TIC were not there with a counter service staffed by people.</p>

<p>The TIC in Lyme Regis is so important! There are many things that the lovely ladies in the TIC offer that are in no way equatable to information delivered via website... it would be such a tragedy to lose this priceless resource that has the power to make someone's visit, stay or residency in our wonderful so special.</p>
<p>the TiC is a focal point and supports businesses / traders / tourist services / not just in Lyme but across the whole west Dorset area. Not sure why the Town Council would want to lose such a place that promotes their location. Not sure why Dorset Council want to close it. Can you not even stick a shed somewhere or use Marine Parade but with staff that can help & advise people ?</p>
<p>The TIC is a very efficient and effective means of visitors and towns people accessing the wide range of information about what is going on in Lyme and the surrounding west Dorset area, with the staff providing helpful ideas that would not be easily available on-line to most people.</p>
<p>The TIC is a very useful information service and more often than not, a personal contact / face to face is needed.</p>
<p>The TIC is a vital asset in our small town, and if it closes, then that really is the result of small thinking. When we travel in Europe, there is always an information centre in every town, no matter how small, to which you can call in if you need help in any way, such as accommodation or things to do: its is the mark of a civilised town, and without it we lessen our worth to visitors and so our worth as a country as a whole.</p>
<p>The TIC is a vital link between the public and the activities and events that take place in the town and it's surrounds. Always friendly and welcoming to the point that you want to engage with it.</p>
<p>The TIC is a vital service to Lyme Regis - a popular visitor destination.</p>
<p>The TIC is an extremely valuable and useful port of information for visitors planning a trip or those already staying in town and also local people finding out all sorts of local information, helping to knit the community together in a personable way that online methods just can't and won't replicate for the overall loss of the community of Lyme Regis. One of our recent guests booked through the Lyme Regis TIC after sustaining a minor injury whilst walking the coast path and decided to break their journey in Lyme. Advice was given at the TIC that we were open and had a room etc. This guest ended up staying for a week, spending over £500 with us and probably a similar amount in town at the restaurants cafes and shops etc. Whilst websites and online booking are clearly a very cost effective method of bringing in revenue, the single incident outlined above should not be ignored or underestimated.</p>
<p>The TIC is an important service to locals and visitors. I research a lot online, but also make a point of visiting TICs and always gain additional local information.</p>
<p>The TIC is paramount in supporting local businesses and causes. I use the wonderful ladies there to help advertise businesses i work for and represent. They are a key part of lyme regis and unless you are planning to relocate them there will be a big gap left in the town. Who do you expect will take up their work? The museum can't because the front desk is run by volunteers and has queues out the door already. I dont think you've thought this through very well!</p>
<p>The TIC is the first port of call on each visit for up to date info and collection/purchase of maps & guides eg tide times and bus timetables. The website is of course useful for an overview of the whole county but not an adequate replacement for the locally-specific and personal service provided at the TIC. Sorry but I'm not prepared to spend hours surfing the website and taking notes. The TIC is a much more efficient and enjoyable way to pick up the info and recommendations we need.</p>
<p>The TIC offers friendly, helpful information without a commercial imperative. It reflects an interesting inviting persepective of Lyme Regis - the town - the commerce - the geography - and the people!!! This would be lost!!!</p>
<p>The TIC pass on info about our SUP lessons during the summer and we have had customers through them doing this.</p>
<p>The TIC provides a great point of contact for local attractions and businesses.</p>
<p>The TIC provides a valuable service to Lyme and particularly to the diverse demographic of visitors many of whom are older and do not use IT to access information online.</p>

<p>The TIC provides a very helpful, personal service, when giving information, selling tickets, providing informative brochures, leaflets and magazines on Dorset and the surrounding area, and selling goods associated with Dorset.</p>
<p>The TIC provides an excellent service to our many guests throughout the year. Many of whom are from overseas and what to make the most of their visit to Lyme. Although an on line service may be appropriate from some towns, for our demographic visitors (short stay, walkers etc) get the best experience from a face to face service. We also rely on the TIC for up to date information and leaflets which we make available to our guests. There are many different things on offer here in Lyme, without offering a personal service visitors will not get the best.</p>
<p>The TIC provides information, advertising activities for visitors and residents alike. They kindly hold information about the groups I both run and support. Not everybody has or can use a computer. They provide an invaluable face of welcome to tourists and an incalculable wealth of information and a point of reference for all.</p>
<p>The TIC provides invaluable face to face information to the 1000's of tourists visiting Lyme each year. A computerised sysowill not provide the additional insight and advice the TIC currently does. It seems that the empty space oin jubilee pavilion would be a suitable, central space for the TIC to relocate.</p>
<p>The TIC provides key access to local events. 1 ticket sales 2 local independent tourist events 3 advice on accommodation 4 advice on festivals 5 up to date information 6 experienced professional staff 7 the website will not replace this and will probably cost as much</p>
<p>The TIC provides the opportunity to purchase tickets for marine theatre, fossil walks and jazz and folk festivals. Really important tidal information. Local knowledge - businesses, lots of people and visitors do not have access to the internet and even when you do it often not accessible. It is important to have a face to face service as tourism is so important to lyme.</p>
<p>The TIC provides valuable information on all the different events being held in Lyme Regis and there are so many of them. You cannot always find out about them and it is so easy to go to the office and speak to someone. The staff are a mine of information and give you answers to questions you haven't even thought of! When we have friends to stay, we advise them to pop in there to get ideas of places to go, fossil walks, high tides for beach walks etc. Before we moved to this area, we used to visit the TIC regularly, as it is so great to have face to face contact. We have bought tickets for Marine Theatre productions and some items for sale. Lyme Regis is a fantastic tourist destination and one that needs an up and running staffed Centre.</p>
<p>The TIC sells tickets for concerts that I help to organise. I also regularly buy tickets for Marine Theatre events from the TIC.</p>
<p>The TIC supports the work of the tourism team and helps to deal with enquiries.</p>
<p>The TIC team provides us with helpful insights into the interests/enquiries made by visitors to Lyme. They also inform us about changes to waste collection procedures etc.</p>
<p>The TIC, as a member of the hospitality sector, is an invaluable service to the many visitors who visit Lyme . It provides a face to face service by people with a much wider knowledge than many of the individual establishments can provide. Websites are impersonal and cannot possibly have all the answer to visitors enquires</p>
<p>The tourist info office is naturally the first port of call for any visitor. no matter how engaging a website is it cannot possibly replace the ambience and local knowledge of the friendly staff. It is the most appropriate place to advertise local businesses, services and activities</p>
<p>The tourist Information Centre in Lyme Regis has always been the 1st place to go on arrival into Lovely Lyme and have always been very helpfull to me & my family & friends that have been coming to this lovely seaside town for over 40 years... so it would not only impact the town itself but also not be face to face with any visitors who want help and information in what might be a difficult situation or maybe just need a friendly face and a bit of assistance. So hearing that this vital facility may be lost is a Real Shock and also cause for concern.</p>

<p>The Tourist Information Centre in Lyme Regis provides information that can't be gained elsewhere, whether it be walks, accommodation queries, dog friendly venues, theatre tickets (and other tickets) and is a hub of information.</p>
<p>The tourist information centre is a wonderful hub for the town; staff very friendly and helpful. many people who live in and visit Sidmouth are older and can better access information from a centre with people who are knowledgeable and can assist them.</p>
<p>The Tourist Information Centre is my first port of call when booking accommodation for one of my many visits to Lyme. Without the benefit of their vast and useful knowledge of places to stay to suit all kinds of different scenarios, it would be time consuming and tedious to use the internet.</p>
<p>The Tourist Information Centre of any small seaside town not only helps visitors to locate amenities it also, probably more importantly, reminds visitors that amenities and features actually exist. If visitors are not eagerly and readily reminded of opportunities they are prone to simply languish on the beaches or in coffee shops. If they are proactively informed about what is available in the locality they are more likely to take greater interest.</p>
<p>The tourist information provides on-demand, instant and pertinent information to locals and visitors alike. The service is far more than information but advice, recommendations, bookings, advertising, cautions, signposting, support - they hold the most comprehensive information for the town and surrounding area. They also serve as a communication point with the lack of policing in Lyme - lost keys etc. are passed here. Lyme Regis is a very busy tourist town and people actively seek out the TIC for instant answers. WE do most of our booking of shows through the TIC for the Marine Theatre.</p>
<p>The tourist office promotes the horticultural society and it's events by holding our events leaflets and promoting individual events/distributing posters. We know it provided information that boosted customers for our film screening in January. It helps keep Lyme and our activities vibrant.</p>
<p>The very handy location means we can easily pop in to find out about all manner of things such as car parking, accomadation, events, walks, purchase guide books, information sheets etc.</p>
<p>The very welcoming and efficient staff at Lyme TIC are most important in providing information and directing customers and tourists to the local businesses. Businesses will suffer if the TIC is not there. Many tourists are older and prefer to see a real person rather than finding information (which is not always accurate) online.</p>
<p>The Visit Dorset website isn't intuitive or easy to use - I never use it</p>
<p>The women who are there give invaluable local advice which cannot be obtained anywhere else.</p>
<p>The wonderful team provide a host of information on the theatre,museum,tide times, public transport to everybody who visits.I am local so use it frequently for tickets,bus and train timetables,places of interest for visitors such as open gardens,children's play opportunities,local events and much more. There is always a friendly welcome and the team are endlessly patient and cheerful.This MUST be an excellent advertisement for our town as it provides a window on the attitude of the townspeople towards visitors.Can we afford to abandon this enormous asset?</p>
<p>Theatre ticket sales, local up to date information.</p>
<p>Their help is invaluable as a booking service, and when we had a holiday rental as a supplier of the commercial waste bags. I know other people who have said the TIC advice meant they visited additional attractions in other parts of Dorset.</p>
<p>Their needs to be a *local* solution, which visitors and residents can use. Although a Dorset-wide website can be useful, it is a poor substitute for face-to-face contact. The beauty of TICs are that you can arrive at a place and receive information, advice, etc. without any pre-planning.</p>
<p>Their personalised service, accessible, friendly and reliable - in person and on phone - is important to me and my visitors and for Marine Theatre bookings etc., parking information, permits, maps etc.</p>
<p>There are a lot of things and information the TIC gives about local events as well as being a source for buying locally made things. I use it to get tickets for events.</p>

There are many questions you want to ask and without a face to face option, you cannot get an answer.
There are many reasons for visiting Lyme with family & friends. One important reason is the service offered by the knowledgeable staff at the TIC. They also sell tickets to events we like to attend such as the Folk weekend in August. Closure of the TIC will probably lead to fewer visits from us - we hardly ever go to The Isle of Wight for daytrips now that their TICs are long gone.
There is a large contingency of older people who use the Marine Theatre who do not use the internet web sites or any other types of machine to buy theatre tickets or to find out information about the town or businesses in the area, to lose the face to face attention would be a great detriment to the town, it's residents and tourists alike. On the whole, the closing of the TIC office altogether will create massive changes that the town and it's businesses are ill-prepared for. On a financial basis, if touch-screen machines were used, they would cost more in updating software regularly along with regular maintenance, both of which require human intervention.
There is no substitute for face to face contact with local people when visiting as a tourist and the chances of returning to support the local economy that much greater.
There is no substitute for face to face help and advice to visitors.
There is no substitute for face to face interactions. I speak as one who can use interactive devices but it's time that real services are valued.
There is no substitute for face to face. How can you ask questions and understand answers that apply to you personally? The TIC provides a personal service to locals and visitors, machines cannot replace this. Lyme Regis is above all a holiday destination. Whatever the cost to the council, the services the TIC provides is invaluable to the tourist and locals alike.
There is no substitute for face-to-face contact in my opinion. As a local resident there is a lot I already know but the TIC is essential for me with regard to advice and recommendations that the ladies in the TIC can offer. The personal touch and friendly face cannot be achieved by websites or touch screens
There is no substitute for the knowledge, experience and enthusiasm of your staff.
There is nothing better than a human face to converse with
There is nowhere else in the town that you can access and browse so much local information. You can find out so much more than just from the internet.
There needs to be face to face interaction.
There s no where else for visitors / day trippers to find information. We rely on the centre for information on local activities. Everyday, We find people asking for info and direct them to the centre which is so easy to find. The Town Council has an inadequate counter and is impossible access for a disabled person - plus no way of gaining their attention. The Tourist Centre is brilliant.
There would be no contact with a face to face conversations. People do not read posters or notices so there would be no advice or recommendations customers would look else where for information.
There wouldnt be a one-stop-shop option for finding out information about Lyme Regis and its activities. If already visiting the town, then if the website is the only option, it will depend on very good mobile phone coverage or town wi-fi.
They are always helpful and friendly. Very useful information. I always get good information when I'm in the area from the USA.
They are full of welcoming information and have never let me or my friends down. It would be a travesty to close
They are the first place a visitor heads for!
They are very informative. The staff are a great source of local knowledge which you can't get from a self service option
They have been so helpful when I moved to Lyme this year

<p>They have offered us great advice when we have visited the area re local attractions with children inc accommodation when we have stayed in the area. The staff are very helpful and friendly and an great asset to the local economy. They provide a professional service which links in with other services such as the police to protect visitors , local businesses as well as the community</p>
<p>They help to promote / explain events and activities with which I am involved - eg the local Sailing Club Championships and Open Meetings, and are a good source of information on these</p>
<p>They provide a really good service not only to Tourists but to residents. Not everything can be on line sometimes you need PEOPLE.</p>
<p>They provide a very knowledgeable service, our tourists need them</p>
<p>They provide an outlet for our brochures. They advise customers to contact us for availability. We use the information on our social media to advertise events in the local area.</p>
<p>They provide such a helpful service to locals and tourists alike</p>
<p>they provide ticket selling services for me but what about people who cannot get online services, this is a people business and needs people at it heart</p>
<p>They provided an excellent service on my recent visit. Clear information, positive proposals and detailed guidance.</p>
<p>They sell tickets to our concerts. We do not have an ability to sell tickets from our website and the majority of our audience are over 65. Many do not use online services anyway and need face to face contact with someone. We are the only choral group in Lyme Regis giving people to opportunity to experience a classical musical experience. We are a non profit making organisation and our existence depends on ticket sales for our concerts. We rehearse and perform from St Michale's Parish Church in Lyme Regis and we contribute to the upkeep of the Church. So the TIC indirectly helps to support the church. I think touch screens would be a fantastic addition to out- of-hours information, and ticket sales - which wouldn't work for Lyme Bay Chorale - but for other orgs. But please do not close down the TIC with the loss of jobs for experienced friendly staff. Once they are gone you have lost the skills. Its yet another careless and devastating blow to the cohesion of our society</p>
<p>They're a vital community resource for tickets and event info They help circulate visitors around the area, creating business, employment and opportunity beyond the borders of the town.</p>
<p>Think this is an essential part of the community, being able to advise visitors about local business to meet their needs</p>
<p>This is a holiday town and is needed also getting tickets and information on all sorts of things not everyone is computer savvy it would be great lost to the town .</p>
<p>This is a major facility to buy tickets for the marine theatre. If it is closed another way will need to be found to sell tickets in advance not on line. The TIC is a major resource for gathering information on what is on in Lyme, facilities etc if it is closed another way of making this information such as the library needs to be found. The library is not open every day however and has limited space and is not in the centr of town.</p>
<p>This is a much-needed service for tourists and locals alike</p>
<p>This is a service that LYME should not be deprived of.</p>
<p>This is a town with a heavy reliance on tourists. The more they find out about what's going on, the more they are likely to do and the more money they will spend.</p>
<p>This is a vital service and tourists and locals prefer a face to face service for information and advice.</p>
<p>This is the only place to obtain very good information about Lyme Regis, and services. Such as transport, events, entertainment, directions, and locations. All this from people, assistants, who know the area, and can talk about it in detail. They do this with a welcoming, helpful and cheerful attitude.</p>
<p>This is the place for information for everyone. I always send holidaymakers there for anything eg accommodation, timetables, buying tickets, local knowledge etc. Tourism is vital to Lyme and we need people and faces to interact with the public not screens. Think about the older generation and</p>

<p>technophobes. They will go elsewhere because they can't ask someone minor questions for assurance as it is not on the screen.</p>
<p>This service is a valuable resource to locals for keeping up to date with what is going on in the town and surrounding area. Closure would affect us in not being able to buy tickets for local events, where if you go in for one thing the staff often point out other similar events which we enjoy and end up buying more tickets for. The staff are very knowledgeable about all aspects of the local area.</p>
<p>This service is so important to Lyme Regis and we can't lose the face to face service</p>
<p>This survey should also reflect phone calls to request info, book tickets, etc. Losing the service may not affect me as an individual too much but that is not the point! A holiday centre should do all it can to provide information & to encourage visitors. A TIC is a basic service that should be maintained & made more visible. The fact that Lyme Regis is such a popular tourist venue means that not only should a TIC be DE RIGEUR but it should also be much more centrally situated & much more obvious - AND well advertised, eg in the car parks, to encourage better use.</p>
<p>This would be a short sighted decision. I, for one always head for the tourist information centre wherever I visit. I find the information, particularly, face to face, invaluable. Lyme Regis is first and foremost a beautiful seaside resort which relies on a stream of visitors and where should they find the information to make their stay more comfortable and exciting but at the TIC. The staff always provide useful information, tips and have a first hand knowledge of the area.</p>
<p>This would be a very negative impact. Lyme Regis is a holiday destination and needs to promote itself as such. The personal touch of a welcome helpful person to answer questions and explain about amenities, tides and local events is paramount. Our clients, holiday makers, many of whom are older, often do not have easy access to good internet services while away from home. (broadband speeds and wifi are poor in our village) and many prefer to view information in a printed form. Many prefer and enjoy the face to face interactions when discovering things to do. It creates a friendly welcoming atmosphere that 'looking it up ones self' doesn't. And a friendly welcoming atmosphere is what is needed so people wish to stay and return another time. Tourism and tourists need to be invested in, not shunned.</p>
<p>TIC is a good place to buy tickets for events and advertise events.</p>
<p>TIC is a very useful service for information as to what is on, ticket purchases, maps and other help and suggestions. A very friendly service and a great asset to Lyme.</p>
<p>TIC is an outlet I use for tickets for the Marine Theatre and tourist leaflets. The also provide information about activities and local charity events/activities.</p>
<p>TIC is my go to place to find out info on Lyme Regis as I visit Bridport and Lyme often 3-4 times a year and hope to be Dorset resident in 2020.</p>
<p>TIC is the heart of information within Lyme Regis. It does not just facilitate visitors but local residents use it too. It would be criminal to close it.</p>
<p>TIC is useful, friendly and efficient.</p>
<p>TIC is very useful to know what is going on in and around Lyme Regis and things to do locally. This information is not readily available anywhere else in such a convenient form. Valuable to me as a resident and to visitors who subsidise the town and its businesses.</p>
<p>TIC provides a range of a very useful face to face help, including tide times, info on Lyme, and ticket sales for theatre.</p>
<p>Tic provides a valuable service providing information and services. Lyme regis is a premium holiday resort and a valuable resource to holiday makers who come to the town in tens of thousands each year.</p>

<p>TIC provides a wide range of information and are able to assist with queries which are not straightforward. They can suggest alternatives and advice on details such as suitability. This service is invaluable and personal interaction is desirable in many instances.</p>
<p>Tic provides important face to face contact in a town that DEPENDS on tourists. When I've popped in - for theatre tickets (to avoid the booking tarrif) or to report issues (I reported a group of tourists smashing the fossil pavement and an unexplored military flare as I was unable to contact the police (!)) for info about event (we have a lot in Lyme 🐞) etc, there have always been people using the service.</p>
<p>To further the commercial interests of Lyme Regis a face to face Tourist Information Centre is absolutely essential. The people that are currently employed there are brilliant and very helpful.</p>
<p>To have the convenience of being able to pop in and purchase tickets, ask advice, buy products. The girls are always helpful and many a time I have heard the giving invaluable advice to others. This is not a service you will get on-line.</p>
<p>To not have a face to face office for a TIC in a World famous tourist destination such as Lyme is so short sighted. There is a perfect site for the TIC already, which is perfectly sited, empty, and already owned by the town - The Jubilee Pavillon - that should be used. I volunteer at the Museum, very close to the TIC's current site, I know that we will end up trying to help visitor's enquires, we already regularly redirect visitor's to the office now. This is manageable in the quiet times, but very difficult when busy. As a local, I use the box office to access tickets for events at the theatre and for written information and maps for visitors that come and stay with me. I am also sure that the closure will have an impact on those offering b & b, hotel beds as the TIC run a bed bureau.</p>
<p>To not provide a service is a backwards step. TIC brings in significant £ to the area</p>
<p>Too much is made these days of dispensing with traditional face to face service. TIC personnel provide local knowledge and information, details not always able to be included in faceless technology. They provide personal and friendly reception, guidance and advise, directions and suggestions to locals and visitors alike about local or county wide attractions, locations, entertainments etc, the 'personal' touch not some faceless, humourless machine. Lose this facility and you'll never get it back.</p>
<p>Tourism is a major factor for the town and it's revenue</p>
<p>Tourism is the main business in Lyme Regis and closing the TIC is a ridiculous idea. It may cost the council money but when this is compared the the money generated by tourism in Lyme Regis and the jobs associated with tourism this seems completely non sensical. Also a huge number of tourists who visit Lyme Regis are older and do not use online portals and want face to face contact.</p>
<p>Tourism which is so important to Lyme relies on hospitality and feeling welcome. The tourism office has always provided this in a most helpful manner. It helps many tourists with various enquiries and discusses matters through with them Thus kind of helpful service cannot be found on a computer terminal. Have councillorsa e councillors even tried using multjchoice such terminals and found how unhelpful they are. When perhaps better than nothing, and that must be debatable, part of the welcome and charm will be destroyed.</p>
<p>Tourist Information centres in all towns are vital services for visitors and locals alike to provide information and a focal point for all to use.</p>
<p>Tourist office helps in finding accommodation and helping tourists to make the most of their holiday.</p>
<p>Tourists who come on my history walks are faced with an array of things to see or do and the highly skilled professional TLC workers can give accurate information on everything available and answer any questions. Many of my customers are older persons who find it so much easier and pleasant to connect with REAL HUMAN BEINGS than a computer program. Moreover the TLC role in booking events and the Marine Theatre is vital. Again 'face to face' makes the whole experience so much pleasanter!</p>
<p>Use it often to find out about local events and timings and to obtain literature, eg open gardens which are not easily obtainable elsewhere locally.</p>
<p>Use it to buy theatre tickets and find out what is going on in the area and alternatives and details of events</p>

use on a regular basis to buy tickets/parking permits, & get information on events etc in the area
Use TIC for local information, timetables, Theatre tickets and some gift buying
Used to get info on Buses and the road closures Purchasing Marine theatre tickets Used to get info on Local activities
Useful central location for information. Buying tickets for the theatre
Useful for information re B&B availability Booking tickets Travel info
Useful on all Tourism info and also ticket purchases for theatre
Useful place to get information in one place. Knowledgeable and friendly staff.
Useful to collect monthly information about what's on. Always book Marine theatre tickets there. Useful to have someone to answer questions about local events, etc.
Useful to get local advice
Useful to get tickets for event when for eg the marine theatre box office has very limited opening times. Have advised friends visiting Lyme Regis to utilise the TIC for information about eg local transport services and local facilities. They are always very busy when I go in there so clearly there is a demand for face to face services especially amongst older residents and visitors who are not comfortable using or able to use on line services. I strongly believe the push to providing on line information only is detrimental in a holiday location. I will often use local TIC when travelling and value the personal contact
using the TIC to buy theatre tickets is good for many members of the public - particularly those older residents who struggle with online bookings
Very important to have face to face interaction. Once these services are closed they very rarely reopen. Not everything can be run by volunteers. Lyme is very dependent on visitors and should look after them.
VISIT DORSET WEBSITE is difficult to navigate and not suitable for many of the TOURIST INFORMATION CUSTOMERS! SAFETY ISSUES with reference to tide and beach safety, emergency services would be called more regularly as visitors are likely to be cut off by the tide. Many use TIC for tide tides and fossiling safely, tide times are not easy to understand, BST is not always added if looked up online so Face to Face advice is ESSENTIAL, SCHOOL CHILDREN/ STUDENTS/TEACHERS Mary Anning is in the national primary school curriculum/ Geology students regularly require informational Jurassic Coast/ trips and field study trips/ directing to visitdorsetofficial website for trade statistics LOCAL RESIDENTS/ VISITORS rely on up to date travel/ local information. Ages range and many rely on Face to Face information as don't have access to computers/ unable to use/ no signal in Lyme Regis, rely on LOCAL KNOWLEDGE represented by 20 yearS experience by TIC staff SUPPORT LOCAL BUSINESS AND ECONOMY promote Face to Face contact with visitors/ businesses/ locals alike with a welcoming friendly, personal, tailored service that can't be achieved by a faceless digital/ online service.
Visit Dorset's website is poorly designed eg Categorisation and indexes. the Refine list has - under Location;- - Dorset is halfway down the 2nd list. - West Dorset area at bottom of first list - East Dorset half way down 3rd list - above Lyme Regis which is West Dorset - North Dorset half way down last list - South Dorset is not listed So It's just a miscellaneous list of places in no order at all ! The places should be listed in alphabetical order under the categories of the areas above which should be in bold lettering.
visit Lyme Regis as tourist, provides valuable informaiton
Visited to buy tickets, get timetables, maps, leaflets, up to date information on local events, buy booklets.
visiting and bookings through a registered identifiable centre is critical in providing a local landmark that provides a enormous service to the local community.
Visitors and local people always associate the Local Tourist Board office as the place to go for any enquiry about where and what to visit - to see what's currently going on and at its basic just to tell locals and visitors Aline the basics of what going on and the ins and outs of the town .
Visitors can obtain advice on where to go which will boost businesses
Visitors like an easy way of getting new information, maps, leaflets, etc

Visitors like human contact and the TIC is a hub for local,inside info and details that can't be found on line
Visitors need to have a point of contact within the town and the TIC is the best way to do this
Visitors to any new place like to be able to,ask questions face to face. Local staff are able to use their local knowledge to enhance information.
Visitors to Lyme without accommodation call at TIC for information about B&Bs ours included. We use the office for information leaflets for our guests and also booking theatre for ourselves and guests.
Visitors to the area, tourists find out about clay outreach work and tourist clay activities through the TIC
Visitors will not necessarily have wifi. Face to face with local knowledge invaluable. Why not use the office at Marine Parade
Visitors would no longer be able to establish what is happening in the town.
Visitors would not be informed of the true breadth of the businesses available in Lyme Regis.
Visitors, both new and returning, expect a town of Lyme Regis's history and reputation to have a TIC
Visitors still look for some face to face help information & assistance especial local information
Vital local service. I am partially sighted and verbal communication is essential for me
Want advice from onsite professionals.
We all work very closely together providing visitors to this wonderful area with day to day information. We find the service provided to us as a large accommodation provider in regard to useful information to our visitors such as road closures, the bus not running from Hunters Lodge etc is something we would not have the time to seek out on a daily "just in case" basis. We know that many visitors call into the centre and return with a positive feeling regarding the town and its facilities. This is enhanced by the staff who provide friendly and helpful answers with patience and a smile. Some of the queries are almost pointless but visitors feel welcomed and do get the answer and thus not made to feel inadequate or stupid. Such a service is impossible to supply via a touch screen. It seems to us that the Council knows the cost of everything and the value of absolutely NOTHING
We always use this facility. Our kids do too. Ed have been coming to Lyme for many years and rely on this service for info on new services , restaurants , and especially tide times and walks. People will be endangered without this. It will cost more in rescue helicopters
We always visit the TIC whenever we visit Lyme either on our own or with visitors to the area
We always visit tourist information to pick up bus timetable, information about local events, and attractions. More likely to plan visits with paper leaflets to remind us of events. Bus timetables change every 6 mths and we need to keep up to date. Online information time consuming to consult all the time
We are a community of artisan businesses in The Town Mill in a very quiet back lane of Lyme Regis. If people are not told about the best places to go in and around the town by the TIC personnel the general public tend not to venture out of their way and stick to the sea front or main town. Signage to The Town Mill is variable and very subtle, it has been a battle for us to get comprehensive signage down here and on the roads and we have been left to pay and organise this between us as tenants of the Town Mill. The TIC has been helpful and informative at all times, they take our fliers, magazines and current information which the general public tourists and local use to find us. If TIC closes many local businesses will be effected and our tourists which keep this town alive all through the year will become frustrated because there is no human to talk to, and computer information generated by generic questions not personal information. Surely Lyme Regis can continue to support human interaction which benefits us all.
We are a community town to keep the friendly atmosphere here for the local and to welcome visitors
WE ARE A FAMOUS TOURIST DESTINATION THE TOWNS MAIN INDUSTRY. IT WILL BE CHURLISH OF THE DORSET COUNCIL TO NOT ONLY THINK OF CLOSING THE T.I.C BUT ACTUALLY DOING THIS

<p>We are a tourist attraction (a concession with the Town Council) the TIC direct people to our business. It is a one-stop-shop for all providing vital information to tourists in a town that attracts tens of thousands of new tourists each week in the height of the season. We direct customers to the TIC as we get asked on a daily basis, multiple times about events, tides, fossilising safety guides and we are not able to give up to date/correct information - not everyone is tech-savvy to use online services and in my experience tourists like to talk to a local person for information.</p>
<p>We are losing face to face services everywhere, not due to ICT being a better option but as cost cutting. This is never a good way to go. Why not think what else could the TIC offer which would benefit the local community?</p>
<p>We are not in the town centre and the TIC provides us with a vital link to the main town. Our customers also find the service invaluable, info plus booking the various tickets etc.</p>
<p>We are regular visitors to the area and always use the Tourist Information Centre to find out what is going on presently and future events. Able to find out information about travel, accommodation, events and purchase items. The staff are extremely helpful and knowledgeable - you cannot compare face-to-face interaction against online information - there is so much more to be gained when seeing and discussing things with someone. It is absolutely dreadful finding towns like Honiton have lost their TIC which was excellent. Please DO NOT lose this vital service - move it to say The Pavillion on Marine Parade, which to us is an ideal location for it - on the front where all tourist go and it is totally under used as it is now. Never seems to be open or staffed due to support.</p>
<p>We are working with and creating resources and services that help to reduce the isolation of older people (over 60) in the UK, numbering over 10 million. Our research indicates that around 50% of that age group do not use the Internet. It is therefore very important to continue to operate the TIC so that older people, many of whom also have hearing and/or sight impairment are not denied local tourist information when they visit Dorset</p>
<p>We book tickets / obtain information from the Marine Theatre. Plus information of other events/venues in Lyme and elsewhere in Dorset etc. Although we are local, the staff in TIC know much more than we do.</p>
<p>We buy our Theatre tickets through you. We use you when visitors come to stay and we recommend either things for them to do, or places to stay if they don't stay with us. We use you as live reference for what is going on. As it happens we got MARRIED because of you! In 1985 I came from ITV (TSW) to recce Lyme Regis for a feature film. The lady who worked there gave us ideas of where to film. Then she happened to mention a new Fossil centre in Charmouth - the Charmouth Heritage Coast Centre. Little did I know that my future husband had just set this place up, and when we walked in and said hello, and asked to interview him the following week, this was the start of something wonderful. We have been together now for 34 years and married for 20 ! Thank you Lyme Regis TIC, and NO WAY can you be allowed to disappear!</p>
<p>We buy our tickets to several events held locally through the TIC which means it serves a valuable service to residents and tourists alike.</p>
<p>We buy theatre tickets from the TIC and also get information on local events, pick up bus timetables and similar things. Really value the face to face contact and helpful staff. Do not want to communicate through a faceless machine.</p>
<p>We buy tickets for Theater here and also find information for our many visitors</p>
<p>we buy tickets via the TIC</p>
<p>We direct many customers to the TIC, both in person and via the telephone for enquiries. We also currently collect our stock of purple bags from the TIC.</p>
<p>We direct our visitors. We regularly visit the TIC for up to date information. We ask questions relating to local knowledge. We buy tickets. We are guided to hidden places and events (local knowledge, expertise and bank of hard copies eg maps) Not inclusive.</p>
<p>We find it the most user friendly way of obtaining local information, buying tickets etc</p>

<p>We get useful information from them, such as places to visit, whats going on, local interest, bus information, pamphlets and theatre tickets, recommendations and much more.</p>
<p>We go here with every visit, it impacts people as they provide a service you can't get elsewhere. Without this service, we wouldn't know where to go and recommendations for simple things like local facilities. It seems unjust</p>
<p>We have been visiting Lyme for about 20 years and have used the TIC on many occasions. They have always been very helpful. I couldn't get the same response from a machine.</p>
<p>We have a number of friends and family members who visit us regularly and nearly always go into the TIC to collect leaflets about local activities, places to visit, bus timetables etc. I also regularly go in or phone up to find out information about things that are happening in Lyme as I compile a 'What's On' in the area for residents and visitors where I live. The TIC is an invaluable resource.</p>
<p>We have bed and breakfast guests that require information, we direct them to the TIC as a port of call for information and booking activities such as fossil walks. In addition, we as locals use the TIC as the booking office for the Marine Theatre.</p>
<p>We have been so fortunate to use the expertise and services of the lovely ladies when selling our tickets for our annual show which we put on in May every year. Without their help and outlet we will now have to look at another retailer in Lyme Regis who is happy to sell our tickets or change to online ticketing. This last option normally has a booking fee either as an overall commission or as an individual ticket, which means that the customer and our audience will have to pay up to £1 extra per seat. It is hard enough to make any money as a local musical society and this does not help.</p>
<p>We have frequently used this service. It is invaluable talking to a human being! No matter how well a website is built there is always local knowledge that is conveyed in dialogue - which comes from the face to face discussion. It also provides a human face to Lyme for a visitor who may be in need of information or help. We most recently used the service to give us confidence in walking along the beach and navigating the tides. We would never get this confidence from a website.</p>
<p>We have had great service when we visited this morning. Local knowledge was a great help.</p>
<p>We have lost our TIC in Weymouth it was the worst thing council have done</p>
<p>We have many visitors from other GIG Clubs who we point in the direction of the TIC for information when they visit Lyme. Whether its event tickets, tidal info, Whats On, Fossil walks, dining and accommodation options. The TIC are a knowledgeable, friendly one stop shop for visitors to Lyme.</p>
<p>We have many visitors to Lyme and ALL need somewhere to find information. e.g. timetables, places to stay and visit.</p>
<p>We have newly moved into this area and have found the staff in the TIC invaluable telling us about local activities we can participate in, letting us understand how Lyme Regis "works" and where to find all sorts of other local services</p>
<p>We have provided postcards to your shop in the past few years.. We consider our postcards perform a tourist information purpose. Not only to those who consider looking at them or buying them in your shop but also they promote your area when posted on to people. You should be respectful of the public and allow personal contact, not just some impersonal website which may not provide the answer you are looking for.</p>
<p>We have travelled throughout UK and abroad and have always used the Tourist Information Centre as our first stop. A human interaction and local knowledge is invaluable and so much more satisfying than a machine.</p>
<p>we let our cottage to holiday makers who spend a lot of money in the town. We provide leaflets in the cottage to aid this. These are obtained from TIC.</p>
<p>We live very centrally in town. Frequently we refer visitors to the TIC both for local events and information as well as information regarding exploring the rest of Dorset. Personally we always find face to face contact at the TIC both courteous and knowledgeable and a great resource.</p>

<p>We love to visit Tourist Information Offices wherever and whenever we go on holiday - such offices are always our first port of call at the beginning (first day) of our holiday, to pick up lots of ideas/detailed information of how best to spend our time whilst on vacation. We also visit the T/Info website before our holiday but this - and other Internet browsing relating to our forthcoming visit, whilst extremely useful, in no way compares to the wonderful face to face assistance, plus the fantastic posters on display, the leaflets and timetables etc that are available, all amassed in one place, which lead to lots more ideas for ways to spend our time and money whilst visiting the locality - plus the invaluable personal advice on all aspects of services and events each town has to offer, including often buying tickets for various tourist events - plus frequently purchasing souvenir and other memorabilia. We find ourselves going back 3 or 4 times during our stay for further advice, purchasing of tickets etc - it is all part and parcel of the richness of our holiday (and Lyme Regis has a particularly lovely Tourist Information Office/Shop - how very sad that it is to disappear!)</p>
<p>We need to keep tourism support team here as face to face local friendly people always better.</p>
<p>We obtain purple refuge sacks and hessian gull proof sacks for our holiday let properties from the TIC.</p>
<p>We often purchase theatre tickets. We also obtain information about what is happening locally</p>
<p>We often use it to get info on the theatre and buy tickets</p>
<p>We only recently discovered Lyme Regis and have been making plans to revisit. Last time we stayed three days trying out two different hotels, Cobb Arms and Hix Townhouse and were planning to come again in 2020. Both recent times we visited Lyme Regis in October and December, our first action was to visit the TIC for advice and what to do, where to go. The people working there were extremely helpful and enthusiastic. A machine or website would not offer the same service. The second time we came we brought family. We were 10 people.</p>
<p>We own a holiday home near to the TIC and find it a very useful resource for ourselves and our guests. It helps to keep visitors safe and informed, particularly with regard to tides and landslides.</p>
<p>We own several holiday let properties and the TIC is a valuable resource for us and our customers</p>
<p>We pride ourselves on our tourism and should give to notch, personal assistance - this cannot be done with a touch screen!</p>
<p>We provide a quality business in tourism in Lyme Regis. A key part of quality for a holiday is information.</p>
<p>We provide Fun Walks books for the local area including Axminster, Charmouth and Lyme Regis. The TIC is a retailer for our books and has proved a successful outlet showing that there is demand for information and activities for families and children in Lyme Regis.</p>
<p>We receive a large number of guest referrals directly from the TIC, an easily quantifiable return to our business and the reason why we work with Visit Dorset every year. If this disappears and the only interaction guests can have is online. We are better using the money to pay the commission expenses of working with a more substantial provider e.g. Booking.com rather than risking the chance that Visit Dorset will not be the tool visitors use. The TIC is also an immensely valuable resource to our customers once they are in the town as a 'one stop shop' for such a range of information and services - the net affect being the TIC encourage our visitors to spend more locally.</p>
<p>We regularly get referrals from the Tourist Office. Also daily in the summer months we send guest to the Tourist Office who are looking for local information. . At peak times we get numerous enquiries looking for accommodation when we are full. These enquiries are then directed to the TIC. This gives the opportunity for other accommodation providers in the town to take the booking. Many of our summer guests are not English and find the Tourist Office a great help.</p>
<p>We rely heavily on tourist information when we visit an area. We walk, birdwatch, shop, eat and stay in accommodation locally that brings in money to your town.</p>
<p>We rely on TICs to promote our observatory (which is a charity run on behalf of East Devon District Council) by providing leaflets and information to visitors. A large proportion of visitors to our public events hear of them through leaflets distributed at Tourist Information Centres.</p>

We rent a flat which is DIRECTLY next tourist information.
We rent some of our house out to tourists.
We run a small BnB and have had hundreds of guests the past 3 years, and a great many of them have used the tourist office and find it very helpful. The face to face is really good, and our guests have been very pleasantly surprised to find so much going on in the area. So important when the weather is wet, and they can't just enjoy the beach. And since so tragically losing the Cinema, to also loose the tourist office we fear this will impact all the local businesses quite significantly. Why can't the town hall spend a little less on their rebuilding project and support local businesses and residents through the tourist office ?
We run holiday homes and 80% of our guests have pointed out how good and useful the information centre is...why doe everything have to have a profit?
We sell a range of charity Christmas cards at the TIC from October to December every year. These provide a source of revenue and awareness raising for the charities and are very popular with local residents.
We think it will reduce the visitors in Lyme, therefore all businesses will be affected.
We understand the costs implications and that some people access information differently now BUT it is a great shame in a tourist hot spot like Lyme Regis, which relies heavily on the visitor economy, to lose a TIC. On-line information can never replace the enthusiasm and passion of a well informed and trained member of staff in a TIC. With fossil collecting and exploring the coast such a big part of a visit to Lyme Regis, TIC staff also play a major role in helping visitors understand how to look for fossils safely, provide information on tides and any coast path closures etc. Whilst this can be sourced on-line, face to face interaction is far more effective in engaging people. More and more visitors these days are seeking authenticity in their travel experiences- TIC closures reduce these opportunities to connect and learn from local people.
we use it a lot and especially for visitors coming to Lyme for them to get info about what Lyme Regis and surrounding area offers and what is going on
We use the TIC as a business to understand in a concise way upcoming local events, Fossil walks etc in town. Both for ourselves as a family of 5 and to communicate in advance to our guests. Our guests use the service to help make the most of their stay and often the information they are given is far more informative and direct than any web based search or touch screen. We're not a commercial town, it's independent and friendly. No face to face service is impersonal and not as effective.
We use the TIC regularly for local information and to buy tickets for events. Also not just for me but generally, Lyme is a small town with tens of thousands of visitors a year who need information, particularly beach safety. I have been a volunteer for the museum front desk and many people come in asking for the TIC. Website not adequate to meet need.
We use the TIC to promote our business and have always found the team there extremely helpful. We have guests that come and use our hotel and restaurant due to their recommendation and advice.
We value the face to face approach and the local knowledge of staff.
We visit the area on a regular basis and it is part of the visitor experience to talk to TIC staff, discuss what is on / available. Nothing like local knowledge to evaluate activities that might suit our needs especially as we have a special needs daughter whose requirements vary.
We will be inundated with questions. We currently receive all sorts of questions when the tic is closed and this will definitely increase if the office is closed. Despite this I feel that all the staff at the tic do an amazing job and are always extremely helpful and pleasant. Face to face is so much more welcoming than trying to work out a computer screen.
We work along side TIC and have radio contact. We inform and receive information to public at the far end of town via them. It will be be loosing the heart of our town.
Website provides good practical information prior to visit but facility in situ enables up to date information to be obtained and face to face dialogue. Gives good images as well as information to the visitor.

<p>Websites are fine for somethings but open your eyes. Nothing is better than face to face contact.</p>
<p>West Dorset is a great catchment area for tourists and hence potential visitor to our attraction</p>
<p>When dealing with a diverse population and diverse potential market any organisation needs a diverse set of "routes to market". This is common sense and universally recognised business sense. One size cannot fit all clients all the time. It is a false economy and a backwards step to rely solely on the website.</p>
<p>When guests come to Lyme Regis they want clear information as to where to stay what to do in Lyme Regis where to eat to visit etc and this cannot be done via a computer. Human representation is required we all need people to keep some to Lyme Regis to keep it a thriving seaside town . By proving advice people may stay in the area longer to enjoy. Thus service would also help older people who don't have access to a computer or can for that matter.</p>
<p>When I use the TIC I usually find other information I hadn't known about on flyers and by word of mouth as the folks who work there are always so informative.</p>
<p>When I visit Lyme Regis I like to have face to face contact and leaflets displayed in front of me so that I can make a judgement as to what I might like to go and visit in the local area. I find this so much better to do than trawl through a website. Also I am able to ask questions direct to an informed employee. A website is not so interactive to answer specific questions.</p>
<p>When on holiday I leave the lap-top at home in order to get away completely (that's what holidays USED to be for!), and I DON'T HAVE (and will not be getting) a smart phone, so I need a face to face service to find out all sorts of things. And apart from the practicality of being able to talk to and ask questions of a real human being, face to face, it's simply a much nicer experience than any other way of obtaining information - and the T.I.C staff are so lovely and friendly and HELPFUL.</p>
<p>when visiting a new town, we all like to think that there is a focal point with actual real people to talk to - and they do with great enthusiasm! People over machines any day!</p>
<p>When visiting an area it is important to know what attraction are available especially if you plan to visit and the weather changes. Information on line is ok if you have a signal, you often want to reread info, not everyone can use on line services. If the kiosk is in or near shops this will encourage shoppers. For children they often keep scrapbooks of places visited the tourist info centre is a good place to start. A friendly inviting place, I always use this facility when visiting a new area, the first port of call</p>
<p>When visiting Lyme it is really useful to have the facility to go and all fit advice or information at the TIC</p>
<p>When we do use it it is for good reason</p>
<p>When we have friends coming to visit the Jurassic Coast we send them to the TIC where they can have an informed conversation and get a good feel for what a tourist may find locally and tailor their plans to suit. The conversations held with the staff at the TIC are often reported back as 'invaluable'.</p>
<p>When we have visitors we nearly always make a point of going to the TIC for information of what's on and info on walks etc. We often buy tickets for the Theatre there.</p>
<p>Whenever I have been into the office I find being able to talk to someone with local knowledge much more informative than just a pamphlet.</p>
<p>Whenever I visit a town or city, regardless of the country, the first port of call is the Tourist Information Office</p>
<p>Whenever I visit a town, the first place I head to is the tourist information centre. I prefer to talk face to face to obtain local information.</p>
<p>Whenever I visit Lyme the TIC is my first point of call.</p>
<p>Whenever we visit a Dorset town or resort, we do first look up information online. Then on arrival we go to the TIC for the latest info, physical maps, postcards etc etc. We find them invaluable.</p>
<p>Where do tourists go - the tourist office. This is a tourist area.</p>

Where will I go for information and ideas for things to do in the area taking in my husbands reduced abilities due to a heart condition ?
Wherever I go, the information service is very useful and helpful.
While folly to consider closing the TIC it is vital for visitors as the office provides much valuable information and has a team of well informed and helpful staff.
Whilst it will not have a big impact on me personally as I do not visit often, it is really important to have TIC available. When I first visit a town I always go to the local TIC. They provide a wealth of information and encourage a tourist to visit places which they may have missed whilst there. I was on a coach trip and didn't have much time, but I will definitely be back and would like to visit the TIC when I do.
Whilst tourists make up to approximately 30% of my business, I rely on their support during the busy months to help through the quieter months. The TIC staff often take enquiries from tourists wanting to know if there is a beauty salon in the town and where it is. I currently do a lot of advertising locally using numerous methods and online. However the TIC staff still gets numerous enquiries. The TIC staff are an essential resource for our busy town and are a valuable welcoming face to face resource (first impressions count) for our visitors and provide support for local businesses. I have been on a waiting list for 2 years for some advertising space on the railings by the clock tower. I'm still on the waiting list to have a greater advertising presence further down into the high street.
Why do they want to close the TIC, is it to add another sweet shop or is it to sell the building off as another second home?
Will not be able to go in & book tickets for Lyme Regis events & see the girls in there who are so friendly & helpful. Also love to browse around the pretty little shop
Will not get the service I want.
Without a face to face experience you cannot ask bespoke questions and get advice from experienced helpful people.
Without them it would be difficult to buy tickets to events we attend and to find out what is going on, the TIC is essential to any resort
Word of mouth is a great recommendation for all small businesses and I know the staff suggested places to go or where visitors can get certain things... so much information to share.
Yh TIC provides genuinely responsive services and information which is not available online
you can only ask questions of a computer, that it is preprogrammed to reply to. A friendly smile is so much more welcoming than a computer screen. The TIC is shared by local people with a wealth of local knowledge and can suggest many alternatives.
You cannot beat having real contact with a person
You cannot replace local knowledge or an exact response to a person specific query with an automated response. An information board or computer cannot improve a person's day through an interaction, or cater to anything outside of a limited field of query.
You need someone to help in situations where something has gone wrong/complaints/information
You would be depriving a lot of would be visitors of the means of obtaining information regarding the amenities available. WHY. DO THE Authorities. assume that. Everyone uses the internet and carry phones which connect with the internet. Everyone just does not and it is time that people realised that

Your preamble states that the demand for face-to-face tourist services is falling. My experience is that this is not true in Lyme Regis. What facts back up this assertion? You say that the TIC is used by approximately 12% of local people for total use. What facts back up this statement. My experience is that this figure is significantly higher especially when you consider our catchment area includes East Devon and parts of South Somerset as well as West Dorset. You state that the way people are accessing information is changing as a basis for recommending the Visit Dorset website. Although I do not deny it is and will remain an important access channel this option alone will exclude many non-digital users which discriminates against poorer people and the older less affluent generation. We have recently experienced this first hand in Lyme as we now have no banks for several miles.

You've already abolished the Dorchester TIC - moving it into the Library was a pathetic idea and has had the expected effect. Lyme is much more dependent on tourism than Dorchester, and if you remove this important facility many tourists will never come again.

Q17 option 2

Why do you think this?

- no evidence that touch screen is effective although first tried here in the 1980s. - face to face contact is very important. It shows that Lyme cares and is concerned about visitor interest and concerns. - not providing face to face is really very rude.

A compromise face to face much better, and web site only not a full replacement.

A face to face encounter is always preferential as local people know what is happening in their area which doesn't necessarily show on a website.

A self service facility would be better than none, but doesn't replace someone with local knowledge who lives in the town.

I would probably use this more than the F2F facility

If there is no TIC to visit, then this option should be the bare minimum. I have used the TIC to find out information on events but others visiting Lyme use this for all their enquiries as to where locations are, opening times and things to do in Lyme. Not everyone uses the internet.

In a good location i.e at jubilee pavilion. A self service terminal could encourage people to conduct searches and gain information on local areas. I would use it for reference.

There are limitations for self service capability

This could be a reasonable alternative but there would need to be multiple terminals in safe locations

This is better but personal contact is still the best.

1) Regularly have lost items in Holmbush carpark handed in to us. Currently contact TIC. 2) Have regular visitors to the area, call in for information we suggest they contact TIC. Where do we send them if no TIC??. No one to send people to or lost items.

Again a problem for older people who do not normally use computers and partially sighted tourists.

Again, it's about the human touch. A person can go further than a machine for details. I doubt my business would make it on to a touch screen service without having to pay and we are a small yet busy cooperative who wouldn't be able to afford to pay.

Cold and impersonal

Good to speak to a person

I can do 'touch-screen' at home to a website - its impersonal!

I prefer to go in talk to people in the information office not living in a virtual world.
It still would not provide the "inside knowledge" that real people can.
It's so impersonal, prone to breakdown and surely lacks any personal touch. Lyme has a great community don't destroy it.
Not every will find what they want on a screen.
Our beautiful area attracts the older generation who are not all users of the internet and they would be cut off from the services offered by the tourist office, they would miss out on finding out about all the lovely places to visit whist they stay in the area and those businesses will loose out on customers. I feel the local area is very much dependant on our visitors and the vital income which they bring to the area, to cut the service off completely would be very damaging. I appreciate that you may not wish to have face to face interaction and the costs implied but as a bare minimum an interactive screen in a prominent position where visitors will find it easily to checkout where to visit, where to stay, where to eat etc would be essential. Advertising for local businesses could be included to support the cost of upkeep/updating.
Same comment as before - touch screens are only as good as the info that's put onto them, not everyone is happy using them, and there is no substitute for speaking to a real person.- the TIC staff are ambassadors for the town
Self service / touch screen system off putting to people
This would be a good facility for the tourists in line Regis, but where was they get printed leaflets? Despite The increasing inonline usage, people still like to have something in their hand!
Touch screen never quite give you the answers you have asked for.
Visitors often need face to face advice
We would consider marketing through this service.
Whilst I feel this option is feasible and certainly better than no service at all, I do feel many would struggle to use a self service terminal, especially as Lyme Regis attracts a large number of older people, whom may not be able to get to the terminal location, or use this technology.
Whilst this is better than nothing at all there is, I believe, the need for face to face contact.
The staff are an essential personal representation of all that is on offer to the thousands of tourists who visit Lyme every year.
1) I collect pamphlets for myself and visitors (both local and countrywide ie B&B brochures 2) I buy marine theatre tickets here 3) I collect local Lyme Paper - Midweek Herald, Marshwood Vale magazine 4) I use a computer but do not buy online - ie tickets etc 5) Any queries about local events etc are dealt with by efficient staff.
A majority of people would not use this type of facility.
Although some would use this facility, most would probably, ask some on or just walk around!!
Although touch screens can give some helpful information they are never going to be a replacement for knowledgeable and helpful human beings.
AS a tourist, face to face advice, information and support is the only way to enhance visitor experience especially for the older tourist who is not internet savvy and doesn't want to stand in the rain at a self service capability. My experience of Lyme Regis would have been much poorer had the face to face contact not been available.

<p>Because local knowledge and tips cannot be tailored to your immediate situation by a a touch screen terminal you need a human for that who can communicate and I think it would be a sad loss to Lyme Regis and a backward step to save a few pounds, the value speaking to a human cannot be underestimated when it comes to imparting local knowledge and promoting local business.</p>
<p>Because Lyme Regis' success as a tourist destination is largely dependent on goodwill and the lived experience of personal interaction with local service providers, this starts at the visitors' first point of contact: the TIC.</p>
<p>Because we won't be able to advertise our concerts or sell tickets. A tourist town such as Lyme needs a face to face contact.</p>
<p>How many terminals would there be? Will it be flexible enough to answer my needs. I doubt it.</p>
<p>I buy marine tickets and take all my visitors to the TIC</p>
<p>I don't want to talk to a computer, this is not great customer service.</p>
<p>I feel there needs to be a face to face paid service, potentially through a collaboration with the Town Council.</p>
<p>impersonal service</p>
<p>It's a great option, the information office is useless. It could all be done online if the website was better organised</p>
<p>It's such a pauce alternative and unlikely to inform to the same extent as face to face service</p>
<p>Less help from the TIC, less work for us, but no one will be surprised.</p>
<p>Most people don't want self service when on holiday - you can do that on line anyway</p>
<p>Myself and our guests enjoy the human aspect of the TIC, it is far more in keeping with local friendly atmosphere and Lyme Regis...otherwise you are making visitors feel like robots not worthy of human kindness.</p>
<p>No one likes a purely digital impersonal self service capability. People like talking to people. A self service capability is open to vandalism and theft (which happens in holiday season).</p>
<p>People need people</p>
<p>People want to ask questions about the area they live in or are visiting. They might need these answered orally, or with hand gestures, or pictures. They will not get a decent, customised answer from a screen....</p>
<p>Self Service options are never as satisfactory as a personal service. There are too many non-personal interactions already these days!</p>
<p>Some residents do not have adequate internet services, this could apply to visitors also. Any queries are always best dealt with face to face. Visitors are walking around the present area close to the Theatre making the TIC easy access to find. TIC provides an amazing service for the theatre and being close enables people to book their tickets. TIC present building enables access to all.</p>
<p>Technology always goes wrong especially in high season. Just look at the cash machines that constantly break down. Will a machine be able to answer all of the different queries people have or just answer standard rubbish questions?</p>
<p>The more publicity we can get the better but over the years we have come to expect less and less help from the councils.</p>

The TIC has proved a vital link between the many tourists and visitors to Lyme Regis throughout the year. Many are older and not using social media and value personal advice and information. The Town Mill where our business is based is tucked away and needs every bit of help to direct people to us. The tourist office has done an excellent job in highlighting it for us and we would surely miss it. The TIC is well placed to direct people around our beautiful town. It is a lovely building and should be open to public to enjoy and not used as office space. The face to face contact with visitors should not be underestimated.

These points are not intuitive enough, fine if you are at the pictures or something simple, but no good for an area of natural beauty like Lyme Regis.

These things are rubbish - no people to people interaction - you cannot ask a touch screen 2 questions eg that's on at the theatre and what is the closest restaurant - people are better and quicker at answering 2 unrelated local questions, than any computer ever built. - No equalities based access for info

They have come to the centre for advise of a local, not a self service programme that many won't be able to use

Touch screen would need to be maintained properly to ensure it was reliable. It would need to be located so that it was easily accessible to all. Would it be accessible for people with disabilities?

Visitors once in the town need to be able to browse physical materials and speak to local experts/guides. Visitors once in the town will not typically access the internet for information. Also the warm atmosphere and shop content of the current centre add to the qualitative appeal of the visitor experience.

When I have been in other towns the information provided by these machines is extremely limited

* Loss of contact for visitors using local businesses/accommodation and amenities with staff with local knowledge. * Loss of sales point for local performances and events * Impact on the economy of the town and area. * Loss of information about local transport links especially temporary disruption through roadworks, industrial action and seasonal timetable changes.

1) Not everybody is comfortable with touch screens. 2) screens will only answer questions they are programmed to.

1. Our visitors love the Charmouth Heritage Coast Centre. It give an friendly informative introduction to a visit in this area. The TIC at Lyme should be rebranded as a visitor/ Jurassic Coast welcome centre. ** Tourism is THE main income for this area. 2. We use it to update ourselves on attractions, amenities and facilities in Lyme Regis 3. Some of our visitors use it.

1. A web site, and especially the Visit Dorset as currently configured (it's pretty hopeless), cannot provide the interactive and discursive interaction provided by the TIC. 2. It is very difficult to understand why the Council does not think operating a TIC is a town where the main business is tourism a suitable expenditure. 3. If it is possible to operate a TIC in Bridport, why not Lyne Regis ?

A self service kiosk is not as useful to the visitor as a real person. It also doesn't serve the demographic most likely to find the TIC useful (see previous response).

A bureaucrat's solution to a problem. To match the human service (which it never will do) you will spend more money than hiring humans - and it will be mediocre and uninformative - you will throw good money after bad and never catch up to the human level of service.

A computer will not provide all the answers to questions customer need to know.
A digital self service capability will not take account of local conditions which crop up unexpectedly or temporarily e.g. Weather conditions, road works etc.
A great number of older people visit Lyme Regis and may not feel comfortable with touch screen.
A lot of people rely on the TIC, myself included. Lyme Regis has an ageing population who do not use IT. you need to be able to ask for advice.
A machine can't always answer the questions you need answer for as it is for using a home computer. Face to face with a person is generally more interesting and very often quicker
A personal face to face service is the best way of providing a service to individuals. The warmth and feeling of a real life person who has a passion and interest for the area is invaluable. Online can be the most frustrating and off putting way of offering a service which ends up being substandard and doesn't not always offer all options, only frustrations.
A personal service, vital info on all aspects of tourism in Dorset. Absolute madness to be thinking of closing it.
A personnal face to face service is always better that an automated one.
A screen doesn't answer all of my questions and doesn't always give me the information about the services, information that I personally need.
A self service capability can give the bare outlines but cannot answer every question with a smile!
A self service capability is "no use nor ornament". The USP of a TIC is the local staff who know / who can find quickly and efficiently the answer to any question. A self service capability is not able to deliver the quality of service required by customers.
A self service capability is very limited and it is so much better to have a person to talk to if needed with local knowledge. Would this facility also have leaflets and pamphlets available?
A self service capability isn't really either a capability or a service. Fewer people will use it and you will lose the service associated with dealing with people.
A self service option will never provide the knowledge and depth of service as a face to face conversation with friendly knowledgeable staff
A self service screen can only assist one person at a time. TheTIC is very busy particularly at weekends and Bank holidays and staff are fully occupied serving and advising.
A self service touch screen has many inherent problems - it is dependent on the way it is set up and is often difficult for the user to discover the information they are after. This results in frustration, annoyance and eventual loss of faith in the system. None of this happens in face to face situation with a real person with information on a wide variety of topics to hand.
A self service when I have no idea of the area or any of its surroundings?
A substantial amount of visitors to Lyme Regis are of the age group that may not be familiar with accessing information via technology. Besides, the TIC provides a human face to the town, which befits the friendly place that Lyme Regis is.

A touch screen !! Are you crazy ? have you ever seen one of those work longer than a few months ? All it will do is break down, require constant updates and infuriate anyone who happens up on it. Just be sensible and build a good website, everyone has a smartphone these days !!!

A touch screen can only be of use whilst you are actually in the town. They are useless for providing decision making information as to which holiday resort gets chosen by the public. I have often walked along the promenade but rarely see people using the touch screen already in place

A touch screen cannot answer all questions, even if it is working efficiently. It cannot provide the service to theatre patrons.

A touch screen cannot provide information / links / advice.

A touch screen is completely inadequate, And can not replace the encouragement and knowledge of a human team.

A touch screen is not going to provide the detailed information I request.

A touch screen service will not be financially viable unless the software is regularly updated and the machine itself is regularly maintained, both of which require human intervention. The Town Council needs to decide who is being best served, is it the tourists who visit the town and it's businesses and attractions together with the residents or the Town Council itself?

A touch screen terminal could be useful, but it is not the same as face-to-face contact for advice. It would also be impossible to cover the multifarious questions that visitors have. In any case, the touch-screen terminal would still need to be hosted somewhere ... so not why not provide a place for a person instead?

A touch screen terminal would be a very poor substitute for the present facility.

A touch screen would be better than nothing but would lack the warm friendly welcome provided at the TIC. It would not be accessible to everyone for example, to people less confident with technology.

A touch screen would not begin to provide enough information. Lyme's resident and visitor profile need a face to face advice service. Can Lyme really call itself a gateway to the Jurassic Coast with a touchscreen?

A touchscreen will not always have to options to provide you with the help you require.

A waste of time & money

A website has no human element, no ability to second guess what the tourist wants by a visual assessment of them, their facial expression, tone of voice. Our vacation let left us a wealth of information but we still visited the TIC as we believed that the personal approach / local person on the ground knowledge is essential to maintain excellent tourist trade. Please find a venue to continue this service within the town somewhere - anywhere!

Access to Marine theatre tickets - not always able to go when theatre is open Ability to gather brochures and local information to give to our visitors or send them in advance of their visits- not all are confident IT users(in their 80s). Buy monthly bus passes - would not know where else to go locally. A lot of tourists out of season are elderly. They value local knowledge and advice which is available through the extremely helpful staff. They are unlikely to find information through a computer.

Access to theatre tickets (including knowledge about the shows) and information about local events, free provision of a good selection of up to date guides and leaflets

<p>Accessing information from a touch screen would not provide the information in a portable take away format. The personal service is probably even more useful and appreciated by visitors than residents.</p>
<p>Again as said above need human contact to keep tic alive for our thriving town.</p>
<p>Again face to face.</p>
<p>Again it is loss of actual people. Touch screen unlikely to be used as much, then leads to phasing that out which leads to option 2 ultimately being option 1</p>
<p>Again my concern is for the 100's of visitor who call at the TIC for help when visiting Lyme Regis</p>
<p>Again not as good as the personal touch</p>
<p>Again part of Lyme Regis charm is the old fashioned experience. Talking to a real person who is well informed regarding what the area has to offer is very important (also see previous comment re option 1)</p>
<p>Again the lack of a group of warm, friendly knowledgeable human beings representing the town is so sad. A few leaflets and a computer screen is hardly equivalent.</p>
<p>Again you need to be able to talk to a human not a computer</p>
<p>Again, someone you can talk to can ask you questions to make sure you are getting the best information for your needs.</p>
<p>Again, the lack of human interaction. Nothing can quite so articulately interpret what someone is really looking for like the local professionals working in the tourist information centre. They are able to provide the necessary information and so much more detail than any screen could.</p>
<p>All people are not effective in the system and majority of people are old.</p>
<p>Almost everyone who wants a self-service option will do it on their own computers or smart devices. The added value that professional staff give will be lost. The big attractions that can afford to have a major presence will dominate. Dorset Council will be failing to support small enterprises and start-ups, as well as making information on accessing the countryside much more difficult to find.</p>
<p>Alot of grandparents use the TIC to find out about children's activities in the holidays. The TIC is used to get last minute info that has not been able to go on websites, buy tickets, pick up magazines and art guides.</p>
<p>Although able to use touch screen technology, I do not enjoy doing so and am sure people even older than I am would not be happy. This would require staff to assist.</p>
<p>Always great to have face to face contact</p>
<p>Am capable of doing this but do not want to. I think the town benefits enormously from the personal contact and help provided by real human beings. They often pick up on what people want beyond the first request - i.e. a hotel room - and spend time trying to match requirements - dog friendly or not for instance. This cannot be replicated by machine.</p>
<p>Any such facility will be basic and unlikely to be up to date.</p>
<p>Any touch screen option would greatly reduce the range of enquiry that a visitor might want.</p>
<p>As a member of society who suffers from a mental health condition, I often need time to understand and help by a human as my preferred method of communication. Many people fail to understand technology and I feel all members of society should be considered when making decisions about their inclusion in daily life</p>

As a pensioner I dont like using self service would rather have staff to help with my enquiries
As a regular visitor to this TIC I think it would be so disappointing for it to close.
As a visitor from an other country it is the best to talk to a person. I know that espially Lyme has a lot of them and met not only a few who had difficulties with the language. The online platform visit-dorset is ok for general ideas, but people often don't take the time to read it all through. They would miss important things like tide times ist or safety rules. It is sad but people are like this. The TIC can hand out timetables for the tides in paper so one can have a look at them on the beach. They can also warn you if the conditions have changed recently at the local beaches. Theese two important things can't be done by a mashine or an online platform.
As a volunteer at the museum I am regularly asked for information and always refer visitors to the TIC. This is a much needed service for the town. Losing face to face support for visitors (the towns main income source) is a massive mistake when your main business is tourism.
As above
As above... bad for tourists is bad for residents
As above: they have first hand knowledge of the town and their ambassadorial role should not be underestimated.
As an individual as well as the owner of a holiday cottage in Lyme Regis I think this option would be a big mistake. It is impersonal and could not possibly answer questions from a visitor that a trained member of the TIC staff could. Replacing people with machines in the tourism industry seems short-sighted. I think that Lyme would lose business and good will with this option. People come to Lyme for a holiday, for respite from emails, technology etc. Lyme's strength if not its USP is that it offers a good, traditional old-fashioned holiday - having real people to consult about adventures, days out and accommodation is an important part of that.
As answered previous it is so useful to be able to talk to a human being rather than try and negotiate an inanimate object.
as before - nothing like as good as a friendly smiling face to feel at home. Touch screen terminal - not always easy to use - not infrequently fail - how do you get it put right - who informs whom.
As before not everyone is capable of using suck a service. Proper customer service is one of the lovely things about Lyme Regis. Losing this would be detrimental by making it so impersonal.
As before, taking away the face to face element will have a detrimental affect to the seafront.
As before. .this is a tourist destination with a large number of older visitors who sole rely on this service PATHETIC. .MOVE IT TO FRONT
As I said before, you need to speak to someone face to face to get the best information, delivered in a warm friendly way so a self service information point would put me off as well as a lot of other people who are not technically minded.
as I said in my previous comment old people need the service to buy tickets for the marine theatre as they can't use on line booking services
As in option 1. The human factor makes all the difference.
As mentioned above- need that professional face to face service that TIC provides

As noted in my answer to the previous question a touch-screen terminal is no substitute for well-informed staff, for leaflets about local events and facilities, or for purchasing from carefully selected range of items for sale.

As per my previous answer, you lose a great deal of value for visitors when you take human interaction and local knowledge out of the equation. For context, I worked for Stratford-upon-Avon's tourist information centre (one of the busiest in the country) for several years so I have some interest/knowledge in this area. Some time after I left, Stratford embarked on a similar and frankly disastrous effort to refashion its services for cost-saving reasons. The TIC went through a number of different iterations, moved locations, and ended up moving back to where it was before and re-establishing its previous services because it had such negative consequences on visitor perception, satisfaction, etc. My view is that self-service only works if provided in addition to traditional services - if offered as the only service, it would leave visitors frustrated and with a poor perception of Lyme (probably less likely to revisit).

As per my previous statement, the lack of face to face contact would really repel tourists which will be of huge detriment to the town. In addition a touch screen service is unlikely to provide rapid response to urgent matters such as lost wallets phones etc. or even if they're left on a bus? How will touch screen resolve this? The likely outcome is poor tourist experience thus they are unlikely to return. Who knows the loss of money to the town from this, may outweigh the cost of the TIC itself.

As previous - need to talk either on phone or person.

As provided in first Option comments. Won't be able to be provided with a 1-2-1 person- to -person service.

As somebody who works to empower vulnerable people in Lyme I direct/accompany them to access information or to access local events That help their recovery and wellbeing. Often the very people who most need to do this are those who have least access to IT or have little or no IT skills. I also believe that by losing the ticket buying facility we would endanger local jobs and successful community organisations. Booth are VERY important for the physical and mental wellbeing of local residents.

As the previous answer

As we see from the cash machines in Lyme when there is a Bank Holiday, they are invariably out of action. The touch screen at Kent House is frequently out of action and there is no doubt that any such self-service terminal would either regularly be out of action and/or that many people would not use it. It would also be a target for vandalism which we do have a problem with in Lyme Regis since our local police presence was removed.

At 82 years old, I do not feel comfortable with touch screen facilities. I would not use it.

Automated or online services that are kept properly up to date would not be free of charge and I fear the loss of the accumulated and trustworthy information held by TIC workers.

Be cause a touch screen is often inadequate and without helpful staff many queries would be unanswered.

Because I do not like screens, I find them frustrating. I much prefer to talk to a person.

Because an online service would be unable to give me the personal interaction I prefer.

Because face to face interaction with knowledgeable, friendly staff enhances my experience of living in Lyme Regis and also that of many visitors.

<p>Because face to face is welcoming and surely that is what is needed to encourage people to Dorset and I'm not good with technology.</p>
<p>Because face to face service is increasingly important in these technological age and the staff in the TIC do a fantastic job not only with tourist information but, particularly, as the very public face of the Marine Theatre in Lyme Regis which would be substantively affected by the closure of the TIC.</p>
<p>Because I believe a TIC with knowledgeable staff who can easily found by visitors and tourists is an essential asset to a primarily holiday destination such as Lyme Regis. I have very often advised visitors and tourists to visit the current TIC to obtain information. The proposed alternatives will not replace the current friendly face to face service provided by the TIC, that visitors and tourists find so vital.</p>
<p>Because I use the TIC ALL the time! Have recently asked about different bands, booked Five Barrow and then went back to book Pee Wee. It would be a tragedy for Lyme, what are you thinking?</p>
<p>Because I would have to travel to the next nearest place as I needed to find something out.</p>
<p>Because it provides a valuable service to locals and visitors alike. You always get an efficient, friendly and knowable response to queries or requests for tickets. It must NOT be allowed to close!</p>
<p>Because Lyme Regis is a unique and very personal community</p>
<p>Because many older people do not have the dexterity to use self service facilities and devices.</p>
<p>Because people value a face to face service. I use it frequently myself. Furthermore, as an ex IT tutor and careers adviser I am acutely aware that a large proportion of the population are still not computer literate, so a touch screen would be an unproductive option.</p>
<p>Because personal contact with those working in the TIC is always rewarding due to their pleasant helpful manner; this is worth more than money. They provide a wealth of local information and leaflets which I can give to visitors; not everyone relies on computers or digital means of accessing information, especially on the move when wifi isn't always available</p>
<p>Because personalised service and this cannot be replaced by touch screen.</p>
<p>Because similar systems elsewhere do not give the particular information you require. Moreover they are often out of order. Plus if you do not ask the "right question" you do not get the information you seek.</p>
<p>Because such a touch screen service may not be always up to date or available.</p>
<p>Because the staff are extremely helpful and have local knowledge. The variety of information that is there enabling you to browse. The problem with anything online is that you need to know specifically what to ask initially .</p>
<p>Because the staff have a detailed knowledge of the location not just tourist information. They will go out of their way to help out with all sorts of queries and enquiries that cannot be answered on line. They are always pleasant and informative and very much reflect the atmosphere and ethos of Lyme Regis. It is so nice to receive personal contact and attention and not have to rely once again on an impersonal screen.</p>
<p>Because the type of knowledge and information given out by the friendly and well informed staff is not the sort of information that can be digitalised and churned out by a machine.</p>

<p>Because the work they do in promoting the theatre and selling tickets for performances could not be replaced by a screen. Ditto for all the other charities and community organisations for when they provide a vital point of contact for the thousand of visitors who arrive in Lyme and need advice on where to stay, where to eat, what to do, how to plan safe beach visits etc.</p>
<p>Because these screens are always so frustrating. It's great to speak to a friendly face and hear all the details first hand and for useful local knowledge</p>
<p>Because we buy our Marine Theatre tickets there and the theatre depends on this service.</p>
<p>because you lose the human interface who has personal know how. Touch screens fail constantly eg in ATMs, museums etc.</p>
<p>Belmont is a Landmark trust property that I look after. Landmark properties don't have any WiFi. I'm sure the guests would prefer to be able to speak to a person for the information they need for their holidays.</p>
<p>Bland and impersonal. Lyme Regis is none of these. These systems can often be complicated and frustrating compared to a friendly and efficient person who can also offer extra help and promote other services at the same time. Human contact is far better and superior to a machine which is static and inflexible to a customers needs. Customer service is extremely important and can only be truly provided by a real person.</p>
<p>Booking theatre tickets on a machine would be like using the self service check out at Tesco - I never do it - there has always been a problem of some sort on the couple of occasions I have tried it. It is generally quicker to wait for the cashier and have a face to face transaction at the till. I would miss the interaction and information provided by the TIC staff. I would be forced to use the internet for bus times and have a printer. I like having the bus time table available for my visitors and for my own use. I would not be able to make a selection of leaflets for local attractions to have on hand. I do not like buying on the internet and providing bank details. The TIC is an excellent service not only for locals but a great benefit to tourists who visit the area. I think it would effect local business owners who advertise through the TIC and be a loss of revenue for the area.</p>
<p>Boring. Too limited.</p>
<p>Both as a resident seeing information on events, transport etc and as a member of AVO and Seaton Music, I appreciate the face to face contact with people with local knowledge. I think visitors would also value face to face contact - not information from a machine. Accessing publicity leaflets from a machine - opening hours / prices etc for local attractions.</p>
<p>Cannot believe you are considering this. Expecting people to queue up and try and use a system they are not familiar with that you can't ask questions of.</p>
<p>Cannot replace a manned service</p>
<p>Can't see how a touch screen terminal would help - those who would want to use it already have a smartphone.</p>
<p>Can't talk to a screen! Need to obtain physical information, ie hard copy.</p>
<p>Coming from another country, it was nice to speak to a local who could help us navigate the town and offer suggestions on what sites to see. Human contact is much more helpful, especially as we age.</p>

<p>Consider the demographics please. Those above sixty are being marginalised. No banks, post office cuts, self service tills in shops eg Tescos and Smiths. People need face to face interactions with humans. We are becoming a robotic vending machine society. The elderly are being abandoned yet pay council taxes. This is largely about a squabble between Dorset Council and the Town Council. Grown men (possibly women too) who refuse to speak to each other.</p>
<p>Customers go into the centre asking for places to stay in and out of season, providing an invaluable service for our customers.</p>
<p>Demographic of Lyme both residents and visitors suggests online. Info is as important as is suggested.</p>
<p>Difficult to satisfactorily address complex queries through a self service medium. Many people will be deterred from using this as inter personal contact is invaluable and will provide a complete experience.</p>
<p>Disability and difficult to navigate digital displays. This survey is being completed with the assistance of somebody typing my words. I need somebody to talk to me so I can understand.</p>
<p>Do you really think this is a viable option? Totally ridiculous for a tourist town as busy as Lyme</p>
<p>Doesn't provide anything more than is available on line</p>
<p>Don't like self service terminals as don't give you the information you require or don't work</p>
<p>Don't like self service.</p>
<p>Dreadful way of doing things - a touch screen -NO!</p>
<p>Everything I answered in options one</p>
<p>Existing face to face contact is more re-assuring and dread to think of ploughing through pages of online information on a touch screen or similar.</p>
<p>Face to face communication encourages and informs people about the town and what is available and benefits local traders. A touch screen cannot achieve this.</p>
<p>face to face communications is always preferable to a screen. You can't beat human contact. It gives a warmer welcome and better impression of the place.</p>
<p>Face to face contact and information is more helpful and flexible.</p>
<p>Face to face contact at the TIC is a valuable resource. A friendly warm welcome is provided to all and cannot be replaced by touch screen</p>
<p>Face to face contact better.</p>
<p>Face to face customers service cannot be replaced by self service screens or similar. The local knowledge cannot be replaced.</p>
<p>Face to face enquiries and interaction is so much what tourist information is about. It is an essential part of the human experience of sharing enjoyment and appreciation of place and time. It would be a big mistake to lose this facility. Can you raise the local precept and place a tourist tax on Air B&B to pay for this? £87k is not a lot of money.</p>
<p>Face to face far better and often provides info on 5 things you aren't aware of through conversation</p>

Face to face friendly and informative advice helps to improve visitor and resident experience. This would not be provided by option 2. A touch screen service is not personalised and is no better than allowing individuals to use their own mobiles to scan the Dorset for you website etc. Information on such terminals is very often not up-to-date or tailored to consumer interest unless local administrators are responsible for the content and experience face to face questions.

Face to face interaction is always easier and quicker for the customer. There is nothing more frustrating than a self service checkout or automated phone call who doesn't understand your question or know what you are asking it. Just because they're cheaper doesn't mean they are better.

Face to face interaction with our customers is important for the efficient gathering of customer requirements

Face to face is always better. The interaction can NOT be replaced. During a conversation like this it brings up things you may not have thought about. Many people, such as myself, hate to do things online! A place such as this needs to be central and open throughout the year.

Face to face is always the best option and gives a better impression of caring for the town too

Face to face liason and always far more satisfactory than any electronic message. Personally I do not own a smart phone type of means.

Face to face local knowledge!

Face to face queries always get answers. Touch screen options are limited.

Face to face service is essential in this area of the country, with an older than average age group of people who do not have access to the internet. We run a family activity business where people are encouraged to use the TICs and our goods are available for sale in the TICs, so again people go in to buy and also need access to the kind of service that can only be found at the TIC.

Face to face service is essential in this area of the country, with an older than average age group of people who do not have access to the internet. We run a holiday business where people need access to the kind of service that can only be found at the TIC.

Face to face service very valued. Use the TIC for Marine Theatre tickets. Appreciate and agree that there is a booking fee that helps support the TIC.

FAQs often provided to be helpful rarely are. Everyone has a specific need not catered for by cost cutting.

Far more useful to residents than the town council offices

For example in my work I would no longer refer customers , not to a self service arrangement as it wouldn't be of any help to them.

For similar reasons to Option 1, also although I am able to use such devices with confidence many are not. Where my friend's council has introduced such screens, they are frequently out of use for technical reasons.

For the reasons set out on the previous page

For the same reasons as a website. Flexibility in answering visitors questions

For the same reasons given above. It would not be worthy of a place of such importance and significance (let alone worldwide appeal) if this place to offer visitors closed down.

Hard copies ie maps brochures cannot be bettered

Have you ever used a TIC? It's essential to have staff there to answer questions and offer advice.
Having experienced touch screen systems both here in the UK and Europe I find them as a visitor time consuming,frustrating and rarely have the specific information I require. It pleases me that I am not alone in this. Face to face is the only way a tourist venue can stay vibrant and busy especially one as unique as Lyme Regis and the surrounding area. It is a world heritage site after all so we need face to face to assist our foreign visitors
Having knowledgeable people available that can answer even the most obscure question about Lyme and it's Local services is a great benefit
Help and advise from the staff. I, personally, would not bother.
How can you collect and pay for tickets? Having a face to face to answer queries that a machine can't do One machine could not cope in the main tourist period
How good is a touch screen at putting marks on paper maps to show visitors where certain attractions, shops etc are? Does a touch screen know the age range of the person pushing the buttons? The service provided by the staff is not a one size fits all. Lyme Regis is a friendly town, don't dumb it down to the lowest denominator as seen in many other towns.
How many local businesses do not offer a face to face experience? Ice cream stalls, fudge shops, beach item stores, even supermarkets are encouraging welcoming exchanges between staff and customers when one could easily select products without enquiry.
how would anybody input to this touch screen to keep information up to date, or use it only to provide generic facts. Useless for up to the minute occurances.
Human contact is a crucial dimension of seeking local info - a mere terminal is what most people have I On their phones, why would they bother.
Human contact is best
I almost certainly wouldn't use this. I don't believe it will be complex and flexible enough to answer more than very basic questions - the answers to which are probably obvious. Often you need to speak to someone with knowledge.
I am a volunteer at Lyme Regis Museum, working occasional shifts at the reception desk. There have been innumerable times where visitors to the museum have asked for information about the surrounding area or other near-by attractions to visit and I have directed them to the TIC. Often, people just pop into the museum to ask where the tourist information office is located. It seems to me that face to face services are very much in demand and that visitors to Lyme Regis, especially those of more advanced age, appreciate talking to a real person.
I am a vulnerable person and I need support from people not self service
I am able to access information online now. But there is still great value in being able to talk to a real person with local knowledge. Trying to find information through websites can be challenging and frustrating and very time-consuming when simple questions can be answered so much more easily face-to-face.. If this survey was being carried out by a real person I would not need to repeat myself. And I would not be feeling frustrated like I currently am!
I am not especially technical and I dislike these touch screen items.
I am not 'online' as any of my friends are not despite being loyal backers of events.
I am unlikely to use a self-service facility because I am usually in search of detailed information about Lyme and this usually involves face to face contact with TIC staff.

I am visually impaired so would find this option impossible Face to face is my preferred option
I am writing on behalf of Turn Lyme Green (TLG) Lyme Regis' environment group. We were created 12 years ago to protect our environment and to promote sustainability. Over this time the TIC has provided an invaluable shop window for our campaigns, notably one to ban the use of plastic bags started 12 years ago. And today, the office continues to be a keen promoter of the objectives of Plastic Free Lyme Regis (PFLR) by displaying posters and messages on how to reduce uses of single-use plastics and, featuring our current campaign, boomerang bags. The TIC often is the first port of call for visitors and as they display information about TLG and PFLR, the messages are clear to them that Lyme Regis in Dorset is a town that cares about its environment and is taking active steps to protect it for the enjoyment of both visitors and residents. We believe that the TIC is fundamental to a town that is upholding the values of sustainability and community. It waves the flag for Lyme Regis and indeed Dorset to all visitors. We urge Dorset Council to include the continuation of the Lyme Regis TIC as an integral part of its tourism strategy.
I am technologically savvy but would not like having to use a screen, and think it would be off putting to tourists as well, especially in busy times ... easier to walk in, browse, and talk to someone.
I and many others need the personal help offered by the TIC ,especially the elderly, blind , disabled and tourists coming to visit Lyme for the first time. It just seems incredible to me that an up and coming town like Lyme with all its new restaurants, hotels and restaurants, would even consider changing the way the TIC is run. Changing the site YES changing the way it is run No. Especially moving it to the Marine Parade..
I appreciate the face to face interaction and can't imagine a substitute of equal value.
I believe many people prefer a person to person enquiry. You are also disadvantaging people without easy access to a computer, also older users. Local knowledge is really useful and helpful.
I believe it is a good thing to maintain the availability of a face to face service
I believe that a face to face personal interaction is important when advising visitors, because a more tailored, bespoke offer can be given to them to ensure that they make the most out of their time here. This in turn benefits Lyme because their positive experience will lead to personal recommendations about the area.
I believe that the current service offered by the TIC is excellent. An online website would be a very inadequate alternative and a retrograde step. The lovely staff offer a friendly, professional and personal service. All too rare in this day and age.
I believe the current service provided by the TIC to be of vital use, both for town residents and visitors to Lyme. It provides a lively hub, manned by friendly professional staff who make everyone feel welcome and valued. The wealth of local information is impressive. Online services can never capture this personal approach. We always book our tickets for the Marine Theatre and other local fundraising events through the TIC. This is a vital service for the town.
I bring visitors to LymeRegis and they use the TIC to plan what to do with their trip
I buy all my local maps for walks etc there as well as tickets for marine theatre on a regular basis.

I can look what to look of info online, I assume the touchscreen would provide the same. It's the more specific and specialised questions and insights you gain from staff I want. E.g. can you get a wheelchair between the tables Is the pub willing to amend its menu and cater for diabetics beyond a salad
I can never get self-service terminals to work properly. And if you don't ask the right question, you don't get the information you need. Plus browsing in a shop can show you new things you didn't know!
I can use a touchscreen service, some will not be able to but it doesn't have a personality or give local knowledge which is what you get from the people at TIC
I cannot use touch screen technology. I find it very difficult and off putting without the human face to face contact and would most probably spend a lot less time visiting Lyme Regis.
I can't read or right so it comes in handy for me and probably other people with needs in Lyme Regis plus tourists.
I collect free papers, dog poo bags that the Town Council requires unless you are going to ban dogs totally in the town.
I come into the office to buy bus passes, theatre tickets, find out what is happening locally. It is important to be able to speak to informed people to find out what's happening locally - events can easily be overlooked online.
I do not have a smartphone, nor access to computer when in Lyme. The library access to computers is limited. I believe face to face contact with experienced and reliable staff is very important. I would not be able to access bus times or buy tickets etc.
I do not use a computer.
I don't like self service , I would like the personal service that speaking to other humans provide not computers & machines!!
I don't understand how this would be possible. A machine instead of a person?
I don't believe I would use the self service capability
I don't do technology and think personal contact is important
I don't like computers.
I dont think I would use it
I don't want a self service I want to deal with an actual person!
I don't want to deal with a robotic terminal which often only provides 1/2 the answers I'm seeking. Most people I'm sure would prefer a friendly, welcoming, human face.
I dont want to use this sort of technology. I would rather speak to a person face to face
I feel for those who are not IT able or have a disability this would cause some people problems.
I feel this way because I strongly believe a person is far better at delivering information to people, as other formats are limited, are not very accessable to elderly visitors and are in no way as welcoming.
I get a lot of information about local events from there, and I pick up leaflets for local attractions.
I go there to buy tickets for events. To get information on what's on. I don't want to buy tickets online.. I want to see a person.
I hate those things. I may as well google it!
I hate touch screens it is always better to speak to a real person who is always helpful

I have had experience of this sort of thing and it just DOESN'T work. Plus HOW many screens/terminals would be needed in the height of the season? What happens if these are vandalised?

I have much about why I think it would be a disaster to close the TIC in my previous statement. But in addition to Lyme Bay Chorale I am also a Trustee at the Town Mill Lyme Regis and visitors to the town can pick up our leaflets. If I visit anywhere in the uk, the first thing I do is head for the TIC which are always a mine of information from local transport to what's on.

I have the same concerns as I expressed for Option 1. In addition to the information provided through such a facility inevitably being inadequate and so not very helpful, the reliability of a touch screen service would be a concern to me. So often these types of services can go off-line and if this happened over a holiday period, there would be no access to information for tourists and other visitors. Also, the location of it would be a concern. If outside, searching for information on a cold / wet day would be unpleasant. Lyme Regis depends on tourism to keep it attractive and vibrant so taking steps like this could impact future tourism or positive tourist experience in resort.

I have used the on line system for various issues but I believe it is better for visitors and locals to see and talk to a friendly face that represents Lyme Regis rather than a faceless computer generated system. I believe it is better to have an actual service than an on line virtual reality service.

I just don't think a touch screen is the same as talking to a real person with extensive local knowledge. There are always nuances and anomalies that a machine will not pick up.

I know I just wouldn't use it.

I loathe the anonymity of these machines. This is a tourist town---we make contact with our visitors and a friendly person offers much more flexibility than a machine. Machines save money short term but create a terrible impression i.e. we want you to visit our town and county and spend money but we don't want to spend any money on you.

I mentioned this in my last comment. A touch screen cannot replace the face to face service that the TIC offers and the customer experience is completely different. They go to the TIC to find last minute accommodation recommendations. It is not the same to do this by a touch screen and depending on the age of the guest this may not be suitable at all.

I much prefer face to face contact. There is nothing welcoming about a touch screen. It may be useful if you know the question you want to put but you cannot converse with it. You won't hear it talking to other customers and perhaps giving you ideas or answers you would not get if in a queue to consult a robot. Also it is extremely common for touch screens to break down. I know from experience of travelling in Europe that a tic with an enthusiastic staff member can influence you to spend longer, and spend more, in a town than you might otherwise do. I also know from volunteering with Citizens Advice that computerising everything as the government has done with benefits excludes many people who are not computer literate. The same can be seen where supermarkets have installed self-checkouts. Not only are staff members needed to stand about and overcome problems, but many people prefer to wait in a queue for a human operative. You also lose the ability to browse - to look at maps before you buy them, to do the same with guidebooks, to skim leaflets on display to find those of interest to you.

I need face to face contact and advice not some remote programme.
I need information from a human, not a kiosk or not at all. I have a family member with a disability so need the helpful advice I get from the Centre
I need their knowledge. You can't beat human knowledge
I need to collect information on paper
I need to know it's open 7 days a week. It is a boost to the tourism industry as it is open so many hours eg 7 days in Summer.
I often visit Dorset and always use the Tourist office, I would miss the help and up to date info I get there. i find it is much more helpful to have a person using their local knowledge than trawling through the internet.. People can give you an up to date set of information. they have already been appraised of local events etc, and are always very helpful when I contact them.
I probably would not bother to use the self-service touch screen. Experience of such systems in other towns has not been good e.g. often out of order.
I refer you to my answer to the previous question
I rely on the TIC for access to theMarine theatre's productions on a very regular basis. Also for general info regarding the area. Some things need to be available as a hard copy. Maps, books, tickets etc
I state this not through the direct effect of loss of bookings etc but through the effect it will have on the experience of Lyme and by our guests. All of the guidance as to what goes on in Lyme comes from the TIC and a significant number of our guests visit the TIC during their stay. A computer terminal is not an acceptable alternative to a real person. Lyme Regis without a TIC seems to me to be like a footballer without any boots.. Terminals are unable to answer other than highly defined questions and generally not many of these. Probably a waste of money.
I struggle with touch screen
I think a touch-screen service is a poor option. It is highly impersonal and I do not believe it would be significantly used. Moreover, someone has to keep the information up to date and relevant. As an aside, I do think that the online presence of the town for tourists is poor and could be much improved. Everyone has a smart phone today and a really good app or website is fundamental - not some fixed touch-screen terminal.
I think I would be less likely to use a self service capability. I would be more likely to buy tickets at the venue and risk the show not being sold out!
I think people shy away using this sort of technology. When I have used similar systems I have found it restrictive and and generally frustrating. If its a menu driven system you simply have to stick to the menu.
I think self service equipment would discourage certain groups of people (eg elderly) from using it. It is dependent on the equipment being available to several people at the same time. It is dependent on the self service (eg touch screen) not being vandalised, broken. The current TIC offers a good environment ie heated, well lit, sheltered. Using self service facilities are often outdoor based which are not user friendly. Using self service equipment would not be able to provide a wide range of information in a short period of time. It would tend to rely on lengthy typing in of questions and limited on screen information.
I use it to buy tickets, gather local information and regard it as being a great asset to a tourist town. The people there provide much more than any automatic or online service ever could.

I use Lyme Regis TIC to find out about local events and also to buy tickets for events.
I use the TIC for advice and to buy tickets
I use this service frequently and for a variety of reasons. I am computer literate but prefer face to face contact. I know (meet) many tourists who also prefer this service.
I want face to face.
I want to deal with people not a machine. Surely a lovely place like Lyme deserves better than this
I wonder if I would even bother to come to use a self service as I might as well stay at home and look up information as best I could on the internet
I won't be able to speak to a real person who could help with local knowledge on specific activities or events.
I work in the National trust shop in Lyme Regis. Customer service and face to face conversation is key to the success of our retail outlet and ethos. I regularly send customers along to the TIC looking for local information and maps etc which promotes the inclusion of tourists in the town and surrounding countryside. Many older visitors and walkers etc are not interested/ able to access information online or via a terminal and would rather speak face to face with someone who can make recommendations according to need. The TIC is one of the reasons why many tourists return to the town and a Go-To for their needs- an information point or website cannot help sufficiently with lost property/ injuries/ and just old-fashioned help. Closure would affect visitors perception of the town and is short-sighted.
I would never bother to use a touch screen terminal as they are far too limited - even assuming the terminal could be kept in working order for the majority of the time.
I would not go into a busy area and then possibly queue to use a touch screen. What would I ask it and what would it tell me about that I didn't already know?
I would not use a self service facility. Not all visitors would realise a small touch screen facility exists. Nor would it provide all the same information. The information provided is only as good as the information put online and not always up to date.
I would not use a touch screen, find them frustrating and time consuming. Also how many people will be trying to use it at once in the summer. A really bad idea
I would not use a touch screen. It is bewildering to many, unhygienic, unfriendly, likely to be limited in the information offered, dehumanising and probably will be very frustrating!
I would not use such a service. It would merely duplicate information online in a less easily accessible manner.
I would prefer a face to face service
I wouldn't bother with a touch screen facility. And if it went down or had a glitch, then what.
I wouldn't be drawn to go into an organisation with a touch screen. I enjoy the one to one personal approach. When I am in the TIO I go for a particular reason, perhaps to pick up some leaflets and I end up booking a theatre ticket or finding out about other events coming up just by interaction with the staff. I may also buy some tea or chocolates and the tea-towels make good presents. I have also bought the charity Christmas cards in the TIO. People matter not screens. Lyme Regis is a friendly town and to do away with the face to face encounter would be less attractive.
I WOULDN'T USE IT AS I PREFER TO SPEAK PERSONALLY TO A MEMBER OF STAFF. A MACHINE CANNOT REPLICATE THE INFORMATION GATHERED BY SPEAKING TO A PERSON!

I wouldn't use this service.
I, and I imagine the majority of visitors especially from abroad what to speak to a person face to face for information.
I'm disabled I often host friends who want to be explore the Jurassic Coast a World Heritage Site Not everyone accesses online information and no screen can project the warmth and knowledge of Dorset local people The personal touch is imperative in linking the here and now with the millennia long history of the Jurassic Coast it brings it alive Sterile plastic remote data detracts from the living breathing continuity of the vital alive Jurassic and Dorset Coast. Vital resource would be diluted and almost destroyed A very bad step backwards
If not there you will never Know
I'm reasonably tech-savvy but I wouldn't waste my time poking at a screen looking at information that a programmer has decided that I need to see.
Impersonal
Impersonal and only set information and answers to questions would be available. No face to face contact from locals. Machines break down and may not be maintained well - staff don't!
Impersonal technology which cannot replace a knowledgeable person! Technology often fails and is not maintained or updated
In many cases the age of residents and visitors are unlikely to be able to use an impersonal service of this nature
In my experience face to face contact is extremely important for holiday makers it makes their holiday experience more pleasurable and a good experience definitely makes them want to come back.
Inability to ask questions or see a smile. There's such value in human contact, it would be a great loss to our town and the region.
information on b&b's will be limited and hard to get
It amazes me with tourism being the life blood of the town and new generations finding out about the delights of Lyme Regis you are considering opening up a self service kiosk , not clever thinking 8 would have thought !!!!!
It could not provide the services I use.
It defies common sense to close TIC. Lyme's business is tourism and the TIC should be used not only as a resource for visitors but a source of knowledge for how to best manage tourism - e.g. overcrowding, parking, climate change issues
It has proved many times to be a very useful resource to myself and my relatives and visiting friends. Welcoming, knowledgeable staff are the face of Lyme Regis and West Dorset - a fantastic asset, helping with bus timetables, maps, taxis, accommodation, restaurants and entertainment - you can't beat the personal touch offered by this wonderful resource.
It is a great asset to the town and visitors expect this type of service to be available in a visitor hotspot such as Lyme as do the locals. There is no substitute for face to face contact.

<p>It is a quality service for a quality location. I am proud to live in Lyme Regis and Dorset and a touch screen will never match the friendly personal, efficient, knowledgeable and flexible service provided by LR TIC. It is of great value to our vibrant community where there is always so much going on that local residents cannot even keep up with the options. It is so useful for making theatre reservations, finding out about local activities, transport, coastal and other information when people visit us or we are involved in local groups (such as the sailing or gig club) that welcome visitors to Lyme Regis. Perhaps more importantly it meets the excellent goals in the Council Plan regarding: economic growth, promoting our unique environment and for informing visitors of crucial health and safety information for our potentially perilous coast. The discerning visitors to our increasingly desirable holiday destination deserve and expect such a service.</p>
<p>It is a ridiculous to suggest that a touchscreen could replace the current arrangement. It's not even worth considering.</p>
<p>It is again closing a service and getting rid of the human/personal touch. The closure of the banks in the local area has had a huge effect on the area.</p>
<p>It is an essential means of keeping visitors informed of local events and important locations.</p>
<p>It is discriminating against people who are not technologically inclined. They may not feel comfortable touching screens etc. Also the information available will be limited and prescribed to fit the commonest questions, so will not be able to serve everyone.</p>
<p>It is essential that visitors to the area can access face to face information. Not everyone has access to online information, particularly if you are an overseas tourist.</p>
<p>It is going to damage Lyme big time,</p>
<p>It is good to see a local friendly face and get honest advice about the local area and the hotels in the area.</p>
<p>it is impersonal and touch screens are frequently frustrating to use.</p>
<p>It is much better to deal with a person rather than a machine</p>
<p>It is much more friendly and personal to speak face to face and gives a more friendly atmosphere to Lyme Regis. Often with self serve it's hard to find what you need. Face to face with locals knowledge is far more helpful.</p>
<p>It is nice to speak to someone + not a machine</p>
<p>It is not possible, even in this hgh tec day and age, to replace human beings with a self service capability</p>
<p>It is not the personal touch. Visitors like to talk to somebody.</p>
<p>It is not the same as face to face communication. The tourist office staff are friendly and welcoming and for visitors often the visit point of call. It creates a good first impression for the town. Before I moved here this is exactly what I did and found it so useful. They answered my many questions about the area and nothing was too much trouble.</p>
<p>It is so easy now for us to make enquiries in the town in person or by telephone. We also make all our bookings for the Marine Theatre at the TIC</p>
<p>It is valued local service with wonderful staff</p>
<p>It is very helpful to be able to talk to people with expertise and knowledge about all aspects of the locality (which the staff at the TIC). have</p>

<p>It is very important to have a face to face service as customers are needing information about Lyme Regis and should be able to ask questions and communicate with a trained person about this. The Tourist Information Centre is a vital networking centre which provides essential information provided by a friendly informed person.</p>
<p>It lacks the human touch and will not work properly</p>
<p>It may not cover all the information required by visitors.</p>
<p>It will be inconvenient for me as I would much prefer to buy tickets from a real person, I do not wish to buy on line. I also get my parking permits from here and leaflets for my B&B.</p>
<p>It won't affect me personally but touch screens aren't reliable and are slow to use. Only one or two people can use it at a time. We will all be affected if the town is full of visitors asking where they can find information and getting lost.</p>
<p>It won't work properly. PEOPLE ARE BETTER.</p>
<p>It would affect me as an individual as I would be replaced by a machine, but more importantly it is not a practical solution for the town. Touch screens are very limited in the information they provide. It will be expensive to set up and maintain and there is nothing worse than a touch screen that doesn't work. There will be difficulties finding a suitable location and getting planning permission for the device. Additionally, the point is that people want face to face services. The people who will use a touch screen instead of face to face services are the sort of people who are more likely to use a smartphone (assuming they can get a signal). I think it would be a waste of money and more likely to create more complaints than compliments for the Council, thus put both Lyme and the Council in ill repute. Staff with combined experience of over 16 years at the TIC have a far greater range of local knowledge than can practically be programmed into a binary machine.</p>
<p>It would be impersonal and part of talking to the the TIC is to get details and local knowledge</p>
<p>It would be just a cheap and nasty welcome to a tourist. Lyme Regis is a an ancient special place loved by visitors who come from all over the world. They need and deserve a proper place to get information, welcome and help from friendly local people.</p>
<p>It would depend on the quality of the self service advice. Typically they just tend to be stacks of advertising leaflets which is minimally helpful.</p>
<p>It would discourage visitors from spending more time town and finding out what is available.</p>
<p>It wouldn't be used. The service needs a human face.</p>
<p>It's really important to speak to someone when online information does not give you the required information</p>
<p>It's the thin end of the wedge to use self service machines.</p>
<p>It's too impersonal.</p>
<p>Its always preferable to speak to someone face to face, to ask questions, get advice etc. Also its a great place to pick up leaflets about all sorts of events& places which would not necessarily be easy to find online.</p>
<p>Its far too limited in scope compared to real people. Its also very frustrating!</p>
<p>It's good to be able to send home-visitors to a town and say 'pop in and see what they think'.</p>

<p>It's impersonal and doesn't answer questions,..... lots of folk don't want that, they want the personal touch, to make a booking, find out bus times, opening times of theatre, stately homes etc</p>
<p>It's not all about money. The Tories have promised an end to austerity so do not close the TIC</p>
<p>It's not so simple as a coffee machine at Ikea. AI is not well enough developed to think like humans when they provide a service.... People don't always know what they are actually looking for.....but they are often looking for inspiration, and that can come from paper displays with humans as back-up to help and to further inspire..... As a local person, the TIC it is also a "tourist/town INSPIRATION centre"....as well as information. It is invaluable....and should not be seen only in money terms....somethings are priceless.</p>
<p>its the personal contact that I value. Our visit to the TIC gave us lots of ideas of things to do in addition to our original reason for visiting.</p>
<p>I've seen these screens before in other TIC. They don't welcome me to a town. They don't provide a paper map and answer my questions. They don't cover the breadth of the amenities that a town has to offer, technology improves so quickly that they don't always work efficiently. I don't use them if I see them.</p>
<p>Just a cheap cop-out: people are what matter, not touch screens.</p>
<p>Knowledge pleasant staff who quickly sort things out for you rather than trying to navigate sometimes difficult to use web sites</p>
<p>Lack of easily available other information</p>
<p>Lacks human interaction - see my previous point.</p>
<p>Less likely to bother using it</p>
<p>Like the public face to face you conducted it is important to be able to talk to real people . Apart from people in UK using the service, I have seen international visitors really benefit from the service, a screen would not have helped, their experience here is important if we value the benefits Dorset and the UK get from them.</p>
<p>Limits the capabilities of the current service.</p>
<p>Local knowledge and face to face service is essential</p>
<p>Local knowledge is very helpful when seeking information. Option 2 does not provide any local knowledge.</p>
<p>Local knowledge, and reactive support/help/advice is the whole point of the service!</p>
<p>Loose the extensive, detailed local knowledge valued by locals, people recently moved to the area and viitors. Online is not the same..... Not a personal service</p>
<p>Lose personal recommendations and a friendly, helpful service. It will contribute to the commercialisation of Lyme Regis, a unique, beautiful and historic town.</p>
<p>Lose the personal touch and the friendly helpful way information is quickly provided. Often screens do have technical problems and cannot provide necessary information.</p>
<p>Loss of interaction and ability to talk to someone with local knowledge.</p>
<p>Lots of people especially the older generation do not like using technology. People like talking to people to find out information.</p>
<p>lots of useful information and ability to book theatre tickets</p>
<p>Lyme has an elderly population, many of which do not use the internet. As usual the every way out is go online!!!</p>

<p>Lyme Regis is a key sea side community and holiday resort. It also borders the county with Devon. It provides a key service. You can't replace the human role. A warm welcome to inspire enthuse and inform providing a bespoke service for every different query. So much would be overlooked without human interaction between staff and customer.</p>
<p>Lyme Regis is special and different. How dare you eliminate the personal contact and replace it with a de-humanising experience.</p>
<p>Machines cannot provide information if one is not aware of the options in the first place. ie, leaflets, maps in TIC. I often find ideas for visits from leaflets then enquire more from the people at the desk.</p>
<p>Machines can't provide the service a person can.</p>
<p>Many elderly residents will not be able to use self service machines which will invariably be out of service on busy bank holidays etc. Many elderly residents who currently use the TIC will not buy tickets online.</p>
<p>Many of my interactions at the TIC; need human responses that a machine would find impossible. Visitors to Lyme Regis need a friendly face not a touch screen; especially foreign or disabled visitors who might need specific information.</p>
<p>Many of the people who use the faculty are elderly, and people value asking diverse questions from a real person</p>
<p>Many older people are put off by touch screens and would rather speak to a human being.</p>
<p>Maybe in a bigger town I would agree to have a self service terminal but as I said before Lyme Regis is a unique town and should be treated as such .</p>
<p>Most guests like to speak to staff as they know so much intricate information that a computer doesn't offer them.</p>
<p>My arthritic fingers find touch screens difficult. Surely a person with local knowledge is far better. Both local people and visitors appreciate this.</p>
<p>My experience is that this option will need managing and organising and will continue to incur ongoing costs. Or do you expect to pass this on to other organisations?</p>
<p>My experience of "technical" solutions is very negative. They are never working properly when needed and cause more frustration than positive outcomes. If they "break down" at week ends there is no one available to fix them straight away.</p>
<p>My experience of living here as a full time resident for the past 20 years tells me how important the TIC. I signpost people to it, it is easy to find and its opening and closing times are easy to remember and to tell people.</p>
<p>My experience of these self-service capabilities has always been terrible (i have visited places that have them). They are either not working, very difficult to read or operate, and don't answer the questions people have. Overall a terrible option.</p>
<p>My guests who use my holiday let are unlikely to bother to go use a self-service terminal, or to make the effort to go to one/find it. they appreciate the fact that much local information is provided by us in the form of brochures and leaflets directly in their accommodation. Many have expressed how much they like that.</p>
<p>My opinion is that the personal contact is key to being able to make recommendations where required especially with the current incumbents. A computer generated response, from my experience, will rarely answer the real question. Personal intervention is always best.</p>
<p>My students, Woodroffe school buy their tickets at the TIC and appreciate the face to face service</p>

My wife has Parkinson's and dementia, so standing in the street using a touch screen would not be suitable for us.
Namely: Living ten minutes' drive away from Lyme, I have many visitors and frequently bring them to the TIC so that they can get full information about local events, visitors' centres, Lyme's history and can buy books, postcards, souvenirs etc. The personal input from the staff is invaluable. We also regularly buy tickets there for the Marine and other local events. The Lyme TIC is fantastic and it would be a huge loss to the town and I am sure is well-used by thousands of visitors. Its location is brilliant, close to the Marine and the Museum. To replace it simply with website information is an appalling idea.
Need personal interaction.
No face to face contact. Great source of reference material, local information. Face to face contact, excellent staff, keeps us informed about events and keeps us coming back to Lyme and recommending to others. Great supply of maps and books and local gifts / produce.
No human touch which is so important.
No interaction or personal contact.
No one to one contact which is a valuable resource. Very impressed with knowledge of tourist information clerk.
No personal recommendation!
No personal service with the ability to discuss needs and wants.
No personal touch.
No retail outlet.
No self service capability cannot provide the same depth of information that a person with intimate knowledge of the town and west Dorset can provide. It will be tedious to use and put off visitors to the town.
No thanks, I come to Lyme on holiday, not to work.
No that's a useless idea! A face to face service opens up new possibilities I hadn't thought of and therefore would never have searched for. I also think safety wise I like many other people including most tourists can't make sense of tide tables so the expertise of the TIC is really helpful when planning a coastal walk or beach fossick. Plus it supports local amenities like the Marine Theatre by selling tickets without folk having to go to the theatre box office. Lyme is full of steep hills, make it easy for people to use all the town has to offer. Closing it = shoot your best tourist asset in the foot!
No-one to promote the events we as a charity put on, nowhere to go for bus and train timetables and updates on the road and traffic situation, nowhere to buy theatre tickets, nowhere to chat about whether a production is worth seeing, no-one to ask advice about activities and events in Lyme and the wider area, no warm friendly welcome for guests, visitors and information seekers. No 'front-face' of Lyme.
Not a good idea.
Not a good substitute for face to face. The touch screen option at Marine Parade has been a joke . not acceptable
Not all people can use touch screens.
Not every one wants to go down this route

Not everyone accesses the internet at all times, its impersonal and loses the human touch and personal local knowledge.
Not everyone can easily use the internet, and a self service capability ihas no soul.
Not everyone has access to the internet or are capable to use it. Questions and queries can not necessarily be answered online. Face to face is the best. How would locals obtain new bus timetables, theatre tickets and the suchlike? Visitors wouldn't necessarily have visited the website and also the accommodation available, particularly at short notice wouldn't be easily found. Visitors could abandon the town and seek facilities elsewhere.
Not everyone is happy to use IT. Face to face much more effective service.
Not everyone likes this impersonal methos. Also machines go wrong !!!!
Not everyone visiting is able to use a self service and Lyme Regis is a Tourist destination to which thousands of holiday makers of all ages come every year. The TIC is a huge part of a service providing the tourists with a variety of information which in turn assist and supports the local economy. Without tourism the town would not survive in its present form and commercially it would be a folly to close the TIC.
Not inclusive, restrictive to certain abilities only. Could even be discriminatory.
Not inspiring- just offers bald options
Not just for me, but all benefit from a warm friendly face to face interaction
Not much point-increasingly, most visitors will have used info online before they arrive and it is doubtful that the most interesting and appealing local nuggets won't make it into a touch screen.
Not reliable enough unsanitary Lack of capacity can't give ideas closed to technophobes
NOT RELIABLE with up to date information and can not be tailored/ personalised to individuals SAFETY ISSUES with reference to tide and beach safety, emergency services would be called more regularly as visitors are likely to be cut off by the tide. Many use TIC for tide tides and fossiling safely, tide times are not easy to understand, BST is not always added if looked up online so Face to Face advice is ESSENTIAL, SCHOOL CHILDREN/ STUDENTS/TEACHERS Mary Anning is in the national primary school curriculum/ Geology students regularly require informational Jurassic Coast/ trips and field study trips/ directing to visitdorsetofficial website for trade statistics LOCAL RESIDENTS/ VISITORS rely on up to date travel/ local information. Ages range and many rely on Face to Face information as don't have access to computers/ unable to use/ no signal in Lyme Regis, rely on LOCAL KNOWLEDGE represented by 20 yearS experience by TIC staff SUPPORT LOCAL BUSINESS AND ECONOMY promote Face to Face contact with visitors/ businesses/ locals alike with a welcoming friendly, personal, tailored service that can't be achieved by a faceless digital/ online service.
Not that personal one to one information we often require. We also know lost property of value gets taken to there. Can not do this with a touch screen.
Not the same at all and in no way attuned to people / visitors different needs.
Not very friendly, not as useful as asking someone who would be able to give more precise and pertinent information.
not very personal.
Not welcoming personal or friendly..local knowledge is accumulated by experience..machines are not so good at this,
Nothing beats a person. If I wanted to have an online service I would simply use my smartphone!

Nothing beats getting information "face-to-face". Having a static display of information is only useful to a point, but it should be supplemented by having knowledgeable people talking to visitors.
Nothing replaces human contact and face to face connection. Nobody wants a screen.
Nothing replaces the personal touch.
Obviously it will have limited capability and we won't be able to phone or talk to it
Often websites do not give all the information you need or the sites are complicated to use. Also not everyone, even in today's world, has a computer or is computer literate.
On average the visitors & people that live here are of a 'certain age' or disability this service provides a personal response which makes all the difference. Lyme is all about local service
Once again this is a rubbish idea. I have seen this happen in other towns and all you find is that visitors are asking local people where the TIC is! This is ok for a very basic information point as is the internet but it has to be kept up to date (by someone)! on a regular basis ie weekly for it to work & it is not the same as a face to face question & answer conversation. Very insular.
One of the areas I work in is running a not for profit organisation that holds two events a year - the UK's only Sea Water Polo Championship and the Lyme Regis to Charmouth 3.15k sea swim. I also run an annual event at the Marine Theatre called Sea What's There that brings together 4 speakers who discussed and share information about what is happening to our oceans and how we can help them. I own a PR & Marketing communications agency that is not dependent on my being in Lyme Regis nor uses the TIC for business - however it does provide me with an insight and knowledge of what is happening in this sector and building customer relationships to gain profit and branding. I think what is missing in all these discussions is what the TIC actually does. Whilst it does everything you list it also does an awful lot more. It oils the wheels of a lot of activities in Lyme Regis (non profit, organisations, voluntary and business) for locals and supports tourism and other events, businesses and organisations not just in Lyme Regis but also in Dorset. The reason they are able to do this is because of the knowledge those individuals have by actually working in this sector, which can not be learnt/achieved by volunteers. Your website supports the work they do - it doesn't replace what a face to face experience achieves. Anyone working with customers in the current climate (i.e any visitor who visits or benefits from that knowledge) knows that online media and social media supports that business but is not the whole business. (I work in the digital sector where my clients include retail, entertainment and events). These days people gain information from multiple sources. Here are some of the ways I and people who attend the events I run use the TIC: As a not for profit organisation that runs events we attract people to take part in those events - locally and from other areas (including Dorset, Kent, London, Cornwall, Devon, Somerset, Bristol, Midlands, Wales, Hampshire etc).
Online does not give me options I wouldn't have thought of. Online is very good at giving you the information you want to know, ie search for, and not what you need to know (ie intelligent and intuitive suggestions).
Online information doesn't work. The personal touch, especially when in an unknown area is reassuring.
Our brochures are handed out through the centre. We have had customers recommended by Tlzc staff.

Our business relies on a staffed TIC at Lyme.
Out and about not always in signal or ability to get hard copy. Not inclusive.
P The staff are very helpful with all enquiries and I also frequently purchase Marine Theatre tickets here. Face to face contact is a far better way of getting detailed information and advice.
P. I like the friendly human face to face staff to give help in buying theatre tickets and being able to browse the excellent tourist leaflets and information. Eg train and bus timetables, yellow booklets to open gardens in Dorset and Devon and so much more.
People are better than buttons and don't malfunction!
People don't broadly like kiosks and they are not always reliable. They don't hold inherent knowledge they can share and only respond to instructions.
People don't find them useful.
People enjoy face to face conversations
People get frustrated with screens and i will spend a lot of my time doing the work of the TIC. They need information in a manner they can relate to, not the way a programmer inputs the info.
People like face to face, in this day of web sites and the internet we are loosing basic human skills and need and the tourist information centre needs to be a place to talk to people with local knowledge and advice accordingly which you cannot do on the internet.
People like human interaction.
People like to have a face to face reaction and not self service machines as being introduced everywhere.
People make a difference. Machines don't chat and come up with ideas you haven't thought of. Friendly, helpful people make things better
People prefer face-to-face advise!
People prefer to speak to a human being with local knowledge - we will be inundated with people asking questions about fossils, bus times, local walks, which will detract from our retail business
People still like face to face contact with people who can provide them with information.
People want face to face contact. A terminal could go down. How much will this cost to run. It could get vandalised.
people will need to speak to a person , businesses may have events missed because some people may not have internet access.,
People would not buy tickets that way, they would not get the same information as from a person, they might not look at self service capability.
Personal contact is fundamental to helping tourists finding accommodation etc
Personal insights and opinions are important to me, these can not be provided by a computer system. I don't want to be queued waiting for a terminal, that in all likelihood could give the information I needed.
Personal service is always better. I have lost count of the number of times the staff have offered help and advice, which no machine could do. It is vital to keep this as a service wherever in Lyme it is located.
Personal touch. For thebooking of tickets . Our organisation gets a lot of support and we particularly like the personal touch we have from staff there.

Please see above. Also.....A touch screen is often a complete waste of time. If it works.... and so many of these don't it does not replace good professional staff to help you with specific needs, most of which will probably not be on a touch screen.
Prefer to deal with people, instead of a machine that doesn't function properly.
Prefer to speak face to face with staff .
Probably closure of Lyme Folk weekend . Not good for businesses
Purchasing tickets, getting up-to-date timetables and other information booklets / schedules.
Quite a lot as I have poor eyesight and need the face to face contact to ensure I get the right information.
Same answer as before, plus, there is a self service information machine on the seafront which is not a success. Is there another seaside town the same size and as popular as Lyme that does not have a peopled TIC? If there is, how have they fared?
Same points as previously - i.e. face-to-face communication with people knowledgeable about the local area cannot be substituted with a "self service capability"
Same reason as before face to face contact always preferable
Same reason as in Option 1 Let's keep this fantastic service going - it's not all about being an Information Centre - it's a central hub for anyone and everyone to pop in for some social banter and wellbeing.
Same reasons, also the sailing club and I am sure other similar clubs find the present set up very useful when holding special events which are very productive to the local economy.
See before. Personal local knowledge from the excellent TIC staff is most important.
See last comment. We need a face-to-face service - a touchscreen doesn't come anywhere near the helpfulness of a human being.
See previous answer. Also, touch screens regularly break down and carry germs.
See previous comments
See prior answer. Also a computer kiosk actively discriminates against every person who does not know how to use it (many elderly) and those with limited vision.
See supplementary evidence 003
See supplementary evidence Ref: 002.
see the above response, plus elderly visitors are likely to shy away from touch screens especially if they need glasses for reading/navigating the programmes
self serve terminals are designed to be incremental and complementary to a properly staffed TIC. Other thriving seaside towns eg St Ives offer a staffed service. Even Seaton has this now.
Self service hubs immediately lose the personable approach regarding information distribution. Previous efforts of a self service information screens years ago regularly failed or were slow to operate, even being vandalized. Also there is no point because most people if they are able to use this sort of facility, would have a smart phone and able to using online booking searches which are likely to be more comprehensive, faster and more up to date anyway. But people do like to talk and discuss with an official person to find out information what they are looking for and often through discussion, become aware of things they might not have even considered. There is no comparison being able to discuss with a local person who is interested and knowledgeable of the local area (and is supported by online information).

Self service is prescriptive and cannot possibly cover every single question a tourist will ask. There is also no local knowledge
Self service will not think lateral and propose things we would not have thought of but would enjoy
Self service would be a massive reduction of the service currently available. The challenge is to keep the Touch Screen information available and up-to-date. Often, Touch Screens are Blank or show a message 'Off-line' or 'Out of Order'. Touch screens are fine for information that does not change frequently such as timetables.
Self service would not send guests to the hotel !
Self-service is just a cheap get out from providing a valuable personal service. I for one am unlikely to seek out a machine to ask questions and I suggest that any self-service facility would be wasting taxpayers' money.
similar to the 1st question and machines are not able to give that extra bit of information which staff in tourist offices often do.
Some things can't be done by self-service. Up to date information re: finding places to stay for friends visiting.
Strongly disagree, due to the personal service the TIC provides.
Stupid idea. I prefer a proper face to face experience
Such a service is impersonal. Part of the experience of visiting the Tourist Centre is browsing the info, much less accessible on a touch screen
Such devices NEVER work satisfactorily! They're unreliable, difficult to use, unable to provide any information additional to the minimal amount that can be programmed into them, and simply can't answer questions. They're enormously frustrating - this is NOT the experience you want visitors to have!
Such limited information
Surely the number of visitors speaks for itself ? People want staff that can help & advise them face-to-face
Technology breaks down is not always reliable as it has to be maintained and kept up to date. People prefer to talk to a person as it makes them feel valued and so more likely to visit and spend time in Lyme Regis. Using a computer terminal is impersonal, especially if when is more difficult to navigate a system you are not used to using. The experienced staff at the TIC have local knowledge and know local people and services, you don't get that kind of customer service from a computer. You ask them a question and they know the answer or know where they can find it out. We buy tickets for events at the TIC, you can find out what events are coming up and buy the tickets at the TIC.
The ability to walk in and speak to someone is of paramount importance in a coastal town with the diversity of events and places to visit
The accumulated knowledge of the staff, and a face to face service are vital to make it work. All organisations like this elsewhere recognise that the internet is not a replacement but an addition.
The alternatives would not be able to replicate the service I currently receive. I also use the TIC to promote fundraising and local live music, this would not be possible if it were closed, or replaced by a terminal.
The amazing personal service at TIC leaves no room for doubt about tides. It also improves and promotes all local tourism. Brings more income into Lyme. Why would you consider not having this ?

<p>The closing of the TIC would have the same affect as outline in our response to Option 1. While the implementation of a self service capability could potentially slightly reduce this impact as visitors in town could search for accommodation without going online, it would be a very bland contact without the ability of a person to 'recommend'. Visitors generally like to discuss where they might stay rather than the limited information that might be provided on an automated system.</p>
<p>The demographic profile of visitors to Lyme and of residents is older than other seaside resorts and these people would find it more difficult to try to obtain information from a machine. As a small resort Lyme punches above its weight but removing these type of personal services will make it less friendly and less desirable as a holiday destination.</p>
<p>The face to face interaction always adds extra to the online information.</p>
<p>The face to face personal service is more reliable. Contact with a real person is healthier than a relationship with a machine</p>
<p>The face to face service currently offered by trained members of staff is a highly valued and highly needed service for Lyme Regis town and tourist attractions across the county.</p>
<p>THE FACILITY WILL HAVE PROBLEMS + THERE WILL BE LARGE QUEUES AT TIMES.</p>
<p>The fact that there are real people to communicate with makes the dialogue 2 ways - information is given intuitively and helps to make a better outcome for promoting the town and all the businesses in the town. A self service capability depends on asking the right questions and gives nothing more than an answer to a specific question.</p>
<p>The folks in the TIC represent the town to a whole host of visitors and they provide a wonderful personal interactive service - this is not something that can be replaced by a website. They have local knowledge and can help shape visitors experience when visiting the town, notwithstanding the support they give the Marine Theatre</p>
<p>The knowledge and details and help these ladies offer is not available if they are not there</p>
<p>The manned TIC and its associated services are a real jewel in the town - good stocks of information, helpful staff, ticket office for the theatre, etc. My wife and I own a shop which relies heavily on visitors to the town to remain viable. All local retail is under stress from internet and out-of-town shopping so it is essential for the town to continue to provide the best possible public facilities to attract visitors I believe this should include the provision of a manned TIC in the current form. I do not support any of the options put forward -and cannot believe that an alternative venue cannot be found - a want of trying I suspect!</p>
<p>The more vulnerable older generation will miss out</p>
<p>The personal experience would be lost. Information availability does not replace human experience / contact.</p>
<p>The personal service and their knowledge is part of the appeal.</p>
<p>The personal touch and helpful information. These are not provided by self service. Self service is not easy for the elderly or disabled to use as can't speak to someone.</p>
<p>The quality of information would be poor. No theatre booking.</p>

The reason the TIC is so necessary is because a lot of the visitors to Lyme Regis are older people, who are not adept with technology as it is. The TIC allows our visitors to experience friendly, comprehensive and personalised advice that isn't available online on a self service machine. It would be redundant because those who don't want to visit the TIC would just look it up online, but there are a great number of people who can't do this. Furthermore, foreign visitors to Lyme, whom I see often at the local cafe I work in, really need someone who can understand and help them. Without the face to face communication there is a risk that Lyme will seem cold and unwelcoming. If visitors don't feel like they are catered for so they can enjoy their experience to the full, they won't come again. After all, Lyme is a tourist town, is it not?

The same comments as for the previous Option 1. The whole point is, that you have real people to talk to. This seems to me a monstrously cold and impersonal approach. And what about the key services currently provided by the TIC (maps, transport info, coastal and tidal advice, accommodations info and booking) – does that cease to be important or useful? Also how many screens did you propose, and where would these be? Who's going to maintain them and keep the information updated?

The scope of work that the TIC deal with is enormous. This cannot be adequately dealt with by self service

The screen would not tell me my questions. Obviously I need face to face.

The self service/touch screens are just not acceptable. They either don't work or cannot give you the answers you want. Most of us would hate this idea + wouldn't use it.

The staff answer the questions in detail that machines can't. Businesses rely on tourism and need tourists to stay

The staff have helped with local knowledge and given advice in person as well as on the telephone. They are excellent ambassadors for the town and the area. We all like human contact.

The terminal(s) would inevitably break down given technology and the sea air/weather in Lyme. Has there been any costing of the terminals and their maintenance?.

The terminals are rarely reliable and are not always accessible to someone with my condition. They do not offer the personable approach or will be able to offer the nuances of advice for the best to resolve answers to my requirements

The TIC is a vital part of our tourist town, it provides an important service that is face to face & makes the welcome to the town an extremely good one. For tourists/visitors they will always be happier to see a real person to provide information rather than tapping away at a screen that probably won't work for longer than five minutes!

The TIC is as much about providing help and information to visitors before they come to Lyme , as it is when visitors are actually in Lyme. So a touch point has limited use, particularly when its not working a lot of the time.....

The TIC is the first port of call on each visit for up to date info and collection/purchase of maps & guides eg tide times and bus timetables. The website is of course useful for an overview of the whole county but not an adequate replacement for the locally-specific and personal service provided at the TIC. Sorry but I'm not prepared to spend hours surfing the website and taking notes. The TIC is a much more efficient and enjoyable way to pick up the info and recommendations we need. This is worse than relying on the website. Bound to go wrong and be out of action just when people need to use it. Have you thought about maintenance issues ??

<p>The TIC is there to promote Lyme Regis. A human face is essential to promote and support businesses and the local community. A touch screen terminal as a substitute is just plain crass. Do you have any idea about effective marketing?</p>
<p>The TIC provides a valuable service to Lyme and particularly to the diverse demographic of visitors many of whom are older and do not use IT to access information online. Not all of Lyme's transient visitors are comfortable using IT</p>
<p>The TIC provides a very helpful, personal service, when giving information, selling tickets, providing informative brochures, leaflets and magazines on Dorset and the surrounding area, and selling goods associated with Dorset. The personal service of the TIC is very valuable.</p>
<p>The TIC provides invaluable face to face information to the 1000's of tourists visiting Lyme each year. A computerised system will not provide the additional insight and advice the TIC currently does. It seems that the empty space in jubilee pavilion would be a suitable, central space for the TIC to relocate.. No face to face experience with additional insight and valuable advice given.</p>
<p>The TIC staff are invaluable , they care about the area ,they have and provide first hand knowledge of said area.</p>
<p>The touch screen is only able to give answers to questions that have been downloaded into the machine. This cannot possibly cover everything which needs an answer and there is no one to ask with the expertise to help solve the problems!</p>
<p>The touchscreen down on Marine Parade has not been working this year so is not a viable alternative to face to face service.</p>
<p>The tourist info office is naturally the first port of call for any visitor. no matter how engaging a website is it cannot possibly replace the ambience and local knowledge of the friendly staff. It is the most appropriate place to advertise local businesses, services and activities. existing centre is great - it could be even better in bigger premises - like the vacant one on the prom - coffee snacks etc - need we say more.</p>
<p>The Tourist information Centre is essential due to the breadth of knowledge and help delivered to tourists and locals alike which can only be achieved through human connection.</p>
<p>The Tourist Information Centre of any small seaside town not only helps visitors to locate amenities it also, probably more importantly, reminds visitors that amenities and features actually exist. If visitors are not eagerly and readily reminded of opportunities they are prone to simply languish on the beaches or in coffee shops. If they are proactively informed about what is available in the locality they are more likely to take greater interest.</p>
<p>The tourist office is an essential stop for up to date information on the town and the surrounding area. Personal contact the helpful advisers makes all the difference and gives a good first impression of Lyme to new visitors.</p>
<p>The town must have a proper tic with personnel to help & advise visitors & local people alike. It is a total disgrace that a local authority can even contemplate stopping this service in a town such as Lyme Regis. Killing the golden goose springs to mind.</p>
<p>The value of the TIC is very largely because it is face to face. Whilst this option would be very marginally better than no service at all it would be an extremely bad substitute for the 'real thing'.</p>
<p>The vast majority of visitors will wish to browse the available information and ask questions. This can't be done on a touch screen. I have never come across a touch screen to have answers to perceived FAQs.</p>

The visitors to championships need remote access to the TIC
There are a number of people both living locally and visitors who are likely to find any self service facility off-putting and would not use it. A human face is infinitely more approachable and user-friendly than any self-service option can ever be.
There are all different kinds of visitors to Lyme Regis. Some old, middle-aged and young. People of all ages still like the face-to-face communication and that is what the TIC Presently offers
There are still many people who do not like touch screen options or even want to use a phone to access information. It is impersonal and does not always give you the information you require either. There is nothing like a friendly face to talk about, say disabilities and where are the places accessible to to them. Lyme struggles with narrow pavements or none at all, steps etc so a person to talk to makes a visit bearable for them.
There is no substitute for face to face advice. Who needs yet another screen?
there is no substitute for face to face communication - the staff are friendly and knowledgeable. Machines will never be as effective - they are remote, inhuman, frustrating to use and unfriendly - do we really want to live in a digital world devoid of human contact ?
There is no substitute for face to face interactions. I speak as one who can use interactive devices but it's time that real services are valued.
There would still be a service but is not the same as talking to someone face to face with questions or queries
These facilities can fail to work. Some people will find them difficult to operate. I prefer an individual to speak to.
They are never well maintained. Usually dirty and frustrating to use.
They frequently go wrong, are impersonal. Often difficult to find the exact answer you need.
They need to be within the vicinity of shops, theatre, bus timetables and all things to do with Lyme Regis.
They provide a fantastic personal knowledgeable friendly service to hundreds of people
they provide ticket selling services for me but what about people who cannot get online services, this is a people business and needs people at it heart. its really very obvious what this means isnt it
They provided an excellent service on my recent visit. Clear information, positive proposals and detailed guidance.
THis eliminates face to face or info via phone. Experience from this type of screen is not good. They frequently are not working... Information is lacking and not full... usually need further elaboration.
This has been tried as an 'add on' to our TIC. Volunteering this service is only as good as the people who are willing or able to attend which did not always work and eventually 'faded away'. Opening was often intermittent and not dependable.
This is a lazy option, pointless and second rate. We should be putting effort in to informing visitors to ensure they return time and again. It won't be long before either vandalism or sea air get to the internal workings and render it useless, cue endless weeks waiting for maintenance or replacement.
This is a poor substitute for a face to face service and reflects badly on the town.

This is a town with a heavy reliance on tourists. The more they find out about what's going on, the more they are likely to do and the more money they will spend. People come to the office if they haven't found the answer online and want to chat to someone.

This is an over simplistic solution and while in part useful, is not sufficient in isolation. People in my experience, need to ask, questions are not always so simple as 'where is....' The TIC is the central focal point for all businesses and services available in Lyme. It provides a cohesive point of focus and reference not just for tourists, but residents too.

This is barely any better than option 1. When you go shopping at a super market and use the self service machines, how often does a human have to get involved?!

This is not the way to provide a TIC with a growing number of visitors to the resort and surrounding area

This just isn't the same type of service on offer. A real person can interact, engage and inform in a far more useful, friendly way. Whilst technology can be useful it's got huge limitations as a service. If guests have to go online for information, a 'touchscreen' service is pointless as visitors can just use their phones to look on TripAdvisor. When they need more information, they go to the TIC

This option is likely to offer a lower level of service than the Visit Direct website which in itself is not seen by this resident as a comparable replacement for the current TIC service as described in the previous answer. By the way, I am very happy using computers and do so every day, so this is not a "luddite" view, but a reflection of the fact that the TIC is one of those services that is much better experienced face to face. In the same way as this "consultation" would be much better carried out as a discussion and without the loaded questions currently being presented.

This type of facility is no substitute for an informed TIC worker. This is particularly important in giving safety advice to visitors who will be of a wide spectrum of age and infirmity. A touch screen terminal would not be able to tailor safety advice.

This will not do the Job as now

This will simply not work for a number of reasons. a) The clientele we have both living and visiting the town are of the older population. They will find it very difficult to use a self service terminal. b) You would need a very large number of terminals to facilitate the ever growing population of visitors to the town. c) There will have to be so much information stored on this terminal that I cannot imagine it being easy to use and also elements/events will get overlooked. For example - There is also so much local insight that is provided through face-to-face interaction. Nothing gets overlooked when talking to the employees at TIC, conversations evolve. The speed at which things can be uploaded to the terminal too - quite often events or changes to events can happen last minute, the employees at the TIC are quick to spread this news. d) WE STILL WANT TO COMMUNICATE WITH PEOPLE NOT JUST A SCREEN - the TIC is SO much more than somewhere that just dishes out the information, that is why people continue to use this facility.

This would be a negative impact. Whilst this allows free access to the online information it is NOT the friendly welcoming face to face personal touch that encourages people to 'feel at home' and want to return. It is limited. There are always questions that the local staff can answer that a machine cannot.

This would be a poor substitute for real contact.

<p>This would be very impersonal. Some people don't like touch screens and computers.....they actually like to talk to people!!!</p>
<p>This would cause the same problem as stated in my response to option 1</p>
<p>Those who use the TIC do so because it's face-to face.</p>
<p>TIC is a very useful service for information as to what is on, ticket purchases, maps and other help and suggestions. Avery friendly service and a great asset to Lyme.</p>
<p>TIC is an outlet I use for tickets for the Marine Theatre and tourist leaflets. The also provide information about activities and local charity events/activities.</p>
<p>Tic provides important face to face contact in a town that DEPENDS on tourists. When I've popped in - for theatre tickets (to avoid the booking tarrif) or to report issues (I reported a group of tourists smashing the fossil pavement and an unexplored military flare as I was unable to contact the police (!)) for info about event (we have a lot in Lyme 🧑🏻) etc, there have always been people using the service.</p>
<p>Tickets, info and recommendations to a lot of enterprises and attractions that would otherwise go unremarked.</p>
<p>To get the most out of Lyme and all a visit here offers a face to face service is by far the best option</p>
<p>Too impersonal and the older visitors unable to use the technology</p>
<p>Too many screen - often break - not enough info possible - no personal interaction and extra spin off ideas that come from that. Screens a rubbish idea</p>
<p>Too many services are accessed remotely. The current set up provides face to face interaction and provides many services in one place. This is particularly important to give tourists a good impression and a full awareness of what the locality has to offer.</p>
<p>Too many things these days are impersonal. Holidays and visits to a new and unfamiliar area are a time of relaxation and enjoyment away from screens. Getting help and advice from well informed local staff is welcoming for the visitor and should be valued.</p>
<p>Touch screen CAN NOT REPLACE A FRIENDLY FACE !!!!!!!!!!!!!</p>
<p>touch screen etc never work effectively</p>
<p>Touch screen facilities rarely work properly and can be misused or vandalised. They can't answer the phone and would be a play thing for children.</p>
<p>Touch screen facilities were tried at the new shelters on Marine Parade they were never up to date or accurate. They were not managed or maintained efficiently. A team would be required to do this behind the scenes - so why not keep the human team that already knows what it's doing and is much more helpful, polite and friendly than a computer screen</p>
<p>Touch screen facilities wouldn't provide some of the expert local knowledge that the tourist office staff do, they are impersonal, prone to faults, take longer to get to information required, not everyone feels confident/comfortable using touch screens</p>
<p>touch screen facility is only as good as the information provided. I believe it will be a very costly exercise.</p>
<p>Touch screen services are frustrating, they don't hold local knowledge are not helpful and definitely don't provide customer service. Touch Screens are a hub for bacteria and break down. You can't query best seating positions, ticket queries, any queries regarding accommodation, dog friendly venues, walks, best time of day to visit a local attraction and so on.</p>
<p>Touch screen terminals are a pain and never work. I want to talk to somebody.</p>

<p>Touch screen terminals rely on technology - which is great - when it works and software/hardware is continually updated. Unfortunately, these terminals are notoriously ill-tempered and eventually break down. And when people/funds aren't there to fix them they sit there like a dinosaur, collecting dust. Useless waste of money!!!</p>
<p>Touch screen terminals tend to be slow and quality of information, especially around time specific events, is poor.</p>
<p>Touch screen won't have all the answers</p>
<p>Touch screens are extremely frustrating and seldom up to date. No ticket sales</p>
<p>Touch screens cannot replace personal service.</p>
<p>Touchscreens become toys to a section of the community. Same disagreements as outlined above for website plus hard to see in sunlight, often in the wrong height for those with varifocals or bifocals. Infection hazard.</p>
<p>Tourism in Lyme Regis deserves the attention it deserves in bringing in revenue and vibrancy to the town</p>
<p>Tourism is a major income to businesses in Lyme Regis. It would be very short sighted to close an essential organ to the community.</p>
<p>Tourism which is so important to Lyme relies on hospitality and feeling welcome. The tourism office has always provided this in a most helpful manner. It helps many tourists with various enquiries and discusses matters through with them Thus kind of helpful service cannot be found on a computer terminal. Have councillors and councillors even tried using multichoice such terminals and found how unhelpful they are. When perhaps better than nothing, and that must be debatable, part of the welcome and charm will be destroyed.. This would be an unwelcoming option and unhelpful to the tourists Lyme rides on so much.</p>
<p>TOURIST WANT A FACE NOT A MACHINE.</p>
<p>Tourists want to feel emotionally connected to their chosen holiday location. Personal interactions with TIC staff brings that "caring and considerate" customer service that, will keep the tourists returning. This can not be said for a self-service touch screen terminal!!!</p>
<p>Unfriendly, generally not easy to use, can't give that personal service</p>
<p>Useful to get tickets for event when for eg the marine theatre box office has very limited opening times. Have advised friends visiting Lyme Regis to utilise the TIC for information about eg local transport services and local facilities. They are always very busy when I go in there so clearly there is a demand for face to face services especially amongst older residents and visitors who are not comfortable using or able to use on line services. I strongly believe the push to providing on line information only is detrimental in a holiday location. I will often use local TIC when travelling and value the personal contact</p>
<p>Very impersonal I love the knowledge and advice the staff give who know the area so well</p>
<p>Very poor option compared to the present.</p>
<p>visiting and bookings through a registered identifiable centre is critical in providing a local landmark that provides a enormous service to the local community.</p>
<p>Visiting sailors and tourists want face to face contact. Speaking from experience as a tourist in other countries, this contact is invaluable in providing a friendly welcome to the town and helpful information.</p>

<p>Visitors are not robots, neither are we locals. Of course there's information online, but our tourism offer is founded on real people. This is a ridiculous suggestion not worthy of a thinking organization that should understand this people business called tourism.</p>
<p>Visitors need face to face contact with personal advice on what they are looking for and physical proper maps / plans etc. They can take away with them.</p>
<p>Visitors to Lyme without accommodation call at TIC for information about B&Bs ours included. We use the office for information leaflets for our guests and also booking theatre for ourselves and guests.</p>
<p>Visitors to the town need guidance on what attractions and accommodation is available. An interactive board cannot give personal information or recommendation to meet specific individuals needs. On occasion we have witnessed the board out of order, when most needed. The location of the touch screen is badly located and not obvious for all visitors. Staff at the TIC have in depth knowledge of ALL facilities in the town.</p>
<p>Visitors want to talk to locals, we have no banks what next only takeaways? Shut the bars and restaurants?</p>
<p>Walking alone can be anxious making. To visit the TIC is helpful and reassuring. I find internet sometimes doesn't work or there is no signal.</p>
<p>Want onsite professionals. We used to have an award winning TIC here, and I think the service we get now is still on a par with that. This town has sold its soul to tourists, so at least do the job professionally.</p>
<p>We are a community of artisan businesses in The Town Mill in a very quiet back lane of Lyme Regis, If people are not told about the best places to go in and around the town by the TIC personnel the general public tend not to venture out of their way and stick to the sea front or main town. Signage to The Town Mill is variable and very subtle, it has been a battle for us to get comprehensive signage down here and on the roads and we have been left to pay and organise this between us as tenants of the Town Mill. The TIC has been helpful and informative at all times, they take our fliers, magazines and current information which the general public tourists and local use to find us. If TIC closes many local businesses will be effected and our tourists which keep this town alive all through the year will become frustrated because there is no human to talk to, and computer information generated by generic questions not personal information. Surely Lyme Regis can continue to support human interaction which benefits us all.</p>
<p>WE ARE NOT ROBOTS. AND TO BE PERFECTLY HONEST I DO NOT BELIEVE FOR ONE MINUTE THE SITE (IF GOD FORBID!!) IS INSTALLED, IT WILL BE KEPT UP TO DATE</p>
<p>We had a touch screen years ago but was useless People want to ask a question face to face, book tickets ,pick up stamps , local papers and maps etc etc</p>
<p>We had so many breakdowns of communication whilst volunteering at The Shelters that I think this would be a complete waste of time and money.</p>
<p>We have had a touch screen at the Pavilion in Lyme for many years, and I have hardly ever seen anyone use it - we have certainly never had anyone book our accommodation having found us on that screen. Yes, people like to use technology these days BUT they do also like to interact personally, especially when their technology can only provide a yeas / no answer or no answer at all - bear in mind mobile coverage is patchy in Lyme and surrounding areas.</p>
<p>We have had this facility before in Lyme Regis .. it had never worked. Will will not cover all enquires.. it is totally in personal. The service you will get does not compare to that of the tic</p>

<p>We have provided postcards to your shop in the past few years.. We consider our postcards perform a tourist information purpose. Not only to those who consider looking at them or buying them in your shop but also they promote your area when posted on to people. You should be respectful of the public and allow personal contact, not just some impersonal website which may not provide the answer you are looking for.</p>
<p>We have used the TIC many times, having been an annual visitor to the Lyme Regis area for 25 years or so. The staff have not only answered our queries, they have frequently offered further advice and have informed us of local events.</p>
<p>We need a tic, especially in lyme as it's a tourist place, I walk passed the the TIC almost daily and there are always people in there even in winter.</p>
<p>We need a walk in centre if not in this location then somewhere in the town. Surly there are other locations to be considered. The sea front shelters office that is partly used could be ideal and I feel would be well visited.</p>
<p>We often use it to get info on the theatre and buy tickets</p>
<p>We only recently discovered Lyme Regis and have been making plans to revisit. Last time we stayed three days trying out two different hotels, Cobb Arms and Hix Townhouse and were planning to come again in 2020. Both recent times we visited Lyme Regis in October and December, our first action was to visit the TIC for advice and what to do, where to go. The people working there were extremely helpful and enthusiastic. A machine or website would not offer the same service. The second time we came we brought family. We were 10 people.</p>
<p>We provide Fun Walks books for the local area including Axminster, Charmouth and Lyme Regis. The TIC is a retailer for our books and has proved a successful outlet showing that there is demand for information and activities for families and children in Lyme Regis. Self service capabilities have a poor takeup and add little more than those services provided on the internet.</p>
<p>We regularly get referrals from the Tourist Office. Also daily in the summer months we send guest to the Tourist Office who are looking for,local information. . At peak times we get numerous enquiries looking for accommodation when we are full. These enquiries are then directed to the TIC. This gives the opportunity for other accommodation providers in the town to take the booking. Many of our summer guests are not English and find the Tourist Office a great help.</p>
<p>We rely heavily on the TIC staff being in direct contact with us on behalf of the customer.If this link in the chain is broken, everyone loses...</p>
<p>we visit the TIC often and especially when people come to visit or stay with us which is often .. it is fantastic to give information about LR and what is going on</p>
<p>We will be inundated with questions. We currently receive all sorts of questions when the tic is closed and this will definitely increase if the office is closed. Despite this I feel that all the staff at the tic do an amazing job and are always extremely helpful and pleasant. Face to face is so much more welcoming than trying to work out a computer screen.</p>
<p>We would be unlikely to use this facility. A self-service capability can never offer the guidance a personal service provides.</p>
<p>Web sites etc are never kept up to date and just waste time as you can't ask specific questions</p>

<p>Websites and Apps are fine for basic information but do not provide the essential ability to actually speak to a person. Have you never rung a bank or utility company because you simply can't get the answer you want on line. It is self evident. Also you can not assume that everyone wandering around Lyme has a Smart phone. It does attract a demographic that needs a personal service.</p>
<p>What does this actually mean? Where would this facility be housed?</p>
<p>What self service means is not defined but inherently is only one way and therefore not responsive</p>
<p>When I visit Lyme TIC, I enjoy talking to the helpful staff. I do not want any self service system. As a travel writer, I find TICs essential. Real people communicate. Machines do not.</p>
<p>When people are on holiday they want a face to face experience because it is a much better, all-round experience. The weather here is constantly changing as are the availability of tours and events. It is impossible to replace a human with a self service facility as the information would be too limited and it's an insult to claim that the staff have so little value.</p>
<p>When you're in a town you need a personal and welcoming touch. Someone you can talk to, printed material you can pick up and read. A screen will not provide this and is a waste of time and money. People have their own screens and certainly don't need another one to look at. They can access everything online without a 'touch screen' TIC somewhere in town</p>
<p>Whenever I have been into the office I find being able to talk to someone with local knowledge much more informative than just a pamphlet.</p>
<p>Whenever I visit a town or city, regardless of the country, the first port of call is the Tourist Information Office</p>
<p>Wherever I go, the information service is very useful and helpful.</p>
<p>Whilst it might provide some kind of service it cannot answer questions and offer advice and guidance for tourists on local issues</p>
<p>Whilst this would be better than nothing at all, it can in no way replace the present friendly, colourful, fantastically informative, service that is offered, as outlined in my previous testimonial (plus why not charge holiday makers £1 a time to visit the centre - surely no one would object to this and it could generate quite a bit of income)</p>
<p>Who wants to stand in front of a touch screen. Real people is what you want to talk to.</p>
<p>Why would that help?</p>
<p>WIDE OPEN TO VANDALISM. IMPERSONAL, UNCARINGBOUND TO BE UNSERVICEABLE FOR SOME OF THE TIME. IS THE T.C. GOING TO CLASS ITS SITING AS AN "OBSTRUCTION?"</p>
<p>Will it be in all languages. Answers are very limited.</p>
<p>Will not be able to go in & book tickets for Lyme Regis events & see the girls in there who are so friendly & helpful. Also love to browse around the pretty little shop</p>
<p>Will not be used.</p>
<p>Will not get the service I want.</p>
<p>Without a personal service I would lose option, insights and personal opinion of what events are for me. Also I often refer visitors to the TIC as I know they will receive an excellent service and gain a good opinion of the town as a whole</p>

Without a place where Tourist's can speak to someone for good sensible information the County could easily get a reputation of one that does not care about the need to encourage visitors or help the many people who pay high business rates and create a lot of employment in one of the most important tourist counties in the UK

Without more detailed proposals this option is meaningless. If it's based on the way you currently share information on the Visit Dorset website I have no confidence it would be fit for purpose. I no longer send info to the website as it's not customer friendly and difficult to find the information you're interested in. Installing any sophisticated technology in Lyme Regis is a bigger challenge than you can imagine. It has taken the town council almost two years to plan the installation of an ATM in the town and still haven't managed to do so in the preferred location due to connection problems and planning issues!

Would have to come to Lyme to use such a facility, not helpful or practical.

WOULD HAVE TO TRAVEL TO NEAREST STAFFED TIC OR FIND OTHER MEANS TO GET INFORMATION

Would miss the face to face option to ask questions

would not be able to physically use the service to purchase services eg tickets etc

Would not use it as it doesn't provide answers to everything I may need to know I much prefer face to face dialogue

Wouldn't use it. Similar to website and not personal enough.

You really do still need the personal touch.

You cannot replace local knowledge or an exact response to a person specific query with an automated response. An information board or computer cannot improve a person's day through an interaction, or cater to anything outside of a limited field of query.

you can't ask a machine everything.

You can't beat human interaction.

You can't even design this website .It's asking me about business effects when I've said I'm just a visitor !

you cant replace local knowledge and insight with a machine

You have to know what you are looking for and what happens if the machine breaks down

You lose the personal touch that the staff at TIC offer and clearly a touchscreen does not have. A touchscreen will only give you the specific info you ask it for if it has it uploaded. A person can work out what you are looking for and can advise accordingly giving personal experience and local knowledge.

You need a human person for this role, I could look online for information but it isn't as reliable nor is it as trustworthy. Human is far better

You need a knowledgeable human interface, as technology cannot answer all the questions

You need face to face communication even in this day of technology!!!! Technology still goes wrong!!! You cannot be a friendly smile face

You need face to face discussions with staff to benefit from all the information in the area. A lot of people do not understand or like screens - they don't answer all the questions you may have and are to us, an inadequate substitute for real people in a place full of leaflets, brochures, etc. Technology is fine and put one or two say in the car parks but they are very limited.

<p>You need face to face interaction.</p>
<p>You need someone to help in situations where something has gone wrong/complaints/information you need to have a place you can visit and talk to a real person.</p>
<p>You only have to spend a short time in the current TIC to see the value that they provide in promoting the town, in a friendly and efficient way, to visitors. They proactively provide information in a manner that is not generally possible from a kiosk or website. It would be much more time consuming and would rely on information being updated constantly with local knowledge. It would have to be very good to replace the current position. The current TIC provides a lot of support for the Marine Theatre and, as a Theatre Friend and enthusiastic supporter of the theatre, I value the service they provide.</p>
<p>You really think that you can design, build, operate and maintain a self service capability that provides anywhere near the expertise and effectiveness of the current staff? It won't get used and it won't get updated and it won't generate any business for the town and then you will close that down too.</p>
<p>You simply cannot get the same service and requires input in continually updating /offering accurate information</p>
<p>You wont always get the information you need and the also of everyone was to use this at the same time it will cause problems for people using that side of the town</p>
<p>?</p>
<p>A face to face contact for visitors to Lyme gives a much more flexible approach/result to enquiries..</p>
<p>a self serve option is help 'out of hours' but the bottom line is that we depend locally on the tourism and hospitality industries. We should at least remain hospitable which means face to face engagement with people!</p>
<p>A simple touch-screen terminal would be only as useful as a web site - it will only provide for anticipated information needs, not for new, unanticipated information needs.</p>
<p>Access to tourist information would be limited with no option to take away printed information and no option to discuss with someone with local info.</p>
<p>Again, visitors like a friendly face to ask questions</p>
<p>Again, with no shop as such, there would be no opportunity to promote what's going on / history in the local area</p>
<p>All systems are different - often not easy to understand. Usually takes longer to get information required.</p>
<p>Although a physical presence of some kind, this does not provide the quick and simple, as well as highly knowledgeable, support that the current TIC can for both tourists and locals alike. And with the huge popularity of Lyme in the summer months, a single terminal would not cope with the high demand at peak times - leading to the risk of people venturing out uninformed and at risk of Lyme's unique dangers.</p>
<p>Although I am young I find touch screen services frustrating it's harder to get the information I need I can imagine it would be worse for the older generations too</p>
<p>Although I disagree with ceasing to have a face-to-face facility, if it has to happen, I think the self-service facility would be the next best option. However, it would need to be updated REGULARLY if it's use is to be effective. No good scrolling through it only to find items that happened last week, and should have been removed.</p>

Are a lot of people who use the tourist information service - happy to use IT systems that they are not familiar with.
Are often not working and do not necessarily give the answers people require
As above. Less opportunity for offering new ideas. What will happen about Marine Theatre bookings etc?
As before - the face to face contact does make a positive difference - the ability to have someone informed about the area and answer questions cannot be underestimated.
As before and too impersonal especially as a high number of our guests and also visitors to Lyme are elderly and prefer a leaflet or face to face help
As previous question - the same issue due to the lack of social interaction. I also do not think it is beneficial to remove employment in the tourist industry from a town where tourism is a key source of income. More value should be placed on human one to one advice and information.
Because it is entirely the human touch which matters. We are not machines, we are people. And by communicating and looking people in the eye , far more is achieved. I have taken many recommendations by the kind and helpful staff in the TIC about where to visit, which films and plays and music to visit in the area. A screen would not make suggestions of this kind and is very kind. You know yourself, it is obvious, that people are the best source of true communication. Also good ambassadors for the wonderful resort of Lyme Regis. Closing the TIC would NOT save money, as fewer people would be tempted to do fewer things, therefore spending less money in the resort or even not coming here. I often telephone the TIC for information.
Because the people who work in the TIC would be out of a job, and the friendly face to face would be lost. This is bad because t locals and tourists will not see each other.
Because the TIC does more than just inform.
Being elderly we like to talk to someone & confirm what we want to know
Better than nothing but not as good as a human.
Bookings and tickets must be available and paid for. What about provision of leaflets and maps etc?
Could be misused or subjected to vandalism.
Face to face advice much more effective
Face to face is always better. The ladies in the TIC give a friendly welcome to Lyme. They make it personal and tailor made and welcoming. Can a machine do that?
Face to face tourist centers are invaluable for helping and encouraging tourists. They provide an opportunity to discuss things to do in the area and other tourist interests. Without a face to face service, choices would be more limited, and many would not bother at all.., face to face is important for individual encouragement.
Gives the impression that tourist area does not prioritise service to visitors. Also makes it harder to integrate.
I believe it should be closed and a information centre provided locally by LRTC which could be situated in the underused Pavilion in the summer and back at council offices in the winter. This integrated service would be so much more successful and available to everyone.
I don't think it will be as well used, face to face is what visitors want
I don't think it would provide the same service re maps, latest info etc.

I fear questions will not be answered in as much detail as in person. Also I like to take leaflets and flyers to look at in my own time
I have frequently called them before arriving in town to book or collect tickets for events in the summer.
I have visited other areas in Devon where tourist info is not available - Results - I have not hung around as I have been unaware of what is available or if I am aware of what's available, been unable to find it
I imagine there would be crowds of people wishing to use it and it would be inefficient, lacking any personal touch.
I like to be able to speak to someone when seeking information. Often touch screens do not answer your question. They are only programmed for limited information.
I like to interact with a person and not with a machine.
I much prefer person-to-person information and the detailed local knowledge that only a 'human interface' can provide.
I prefer to communicate on a face to face basis
I think we would get more requests for more detailed information which we would be unable to give for the reasons given before. We cannot rely on publications as the quality is variable. Some publications are not produced locally (e.g. in London) and contain many errors which would mislead the public. To have an organisation giving accurate information is crucial to a successful tourist area, particularly one which welcomes so many visitors from all parts of the UK and abroad - we are a World Heritage Site! It would be extraordinary not to have a professionally-run TIC..
I use the TIC to buy tickets for local events, provide information and act as a point of contact with the community. As a volunteer at the museum I frequently redirect visitors looking for accommodation etc. to the TIC. It is unlikely that any online facility could replace these facilities.
I would miss their expertise.
I would much prefer a personal interface, especially in an area where tourism is the life blood
I would probably not use this but would just look online
I don't like dealing with computers and often in my experience they are difficult to manage or breakdown on a regular basis. It might be a sign of the times but the council need to look at what age groups Lyme addresses.
Impersonal, not able to access same information. Difficult for the elderly
In order for this to work you have to have some local knowledge, otherwise how do you know what to search for?
In this world of gadgets, how welcome to have friendly, knowledgeable face to face contact with a human being!
It is the personal advice that the TIC provides that is valuable to our customers, a self service provision will be no better than the internet
It would be detrimental to the town's future and prosperity
It would mean those wanting to do SUP lessons might not be referred to us.
It's a very impersonal solution. Lyme Regis should be seen as a friendly place and this cannot be achieved with a touch screen.
Let's face it, no one likes a touch screen. They may be cheaper to run but how much do you want to frustrate your users? It's a ridiculous idea. I personally wouldn't use this facility.

Mainly tickets for Marine Theatre
Many people do not like self service capability. Doesn't always work and can not answer individual queries.
many people do not like touch screens, find them difficult to use, or find that they do not provide the answers needed. Well designed and implemented this is going to cost a serious amount - and act as a vandal magnet
Many people, especially elderly visitors, do not like the impersonal and unfriendly interface with a computer screen, which is expensive to provide and maintain.
Many self service facilities do nor always provide the answers required that Face to Face can give
Many visitors that come to stay with us and spend time in the Lyme Regis area are of 50 years old or over and are not particularly keen to use a touch screen terminal. Either they don't have the IT skills to quickly and efficiently navigate such a system or simply want to be away from screen and prefer to be speaking with human beings whilst away on holiday.
May help with some enquiries - but will not compare with face to face information.
More difficult for travellers
More helpful to be able to ask someone directly who has local knowledge. Also imagine for foreign tourists it's much better to speak face to face.
More information on local area is always useful the more the better
Most people can access internet so will go to TIC for the more personal needs, to buy tickets and for help they cant find. We need to have a fount of knowledge which cannot be protrayed in a leaflet!
My previous answers explains why - the timetables could be picked up anywhere but could the tickets
My wife and I already use the web site but it is not informative enough for the current reasons we visit the TI Office as outlined in earlier comments.
Need face to face contact - not everything can be answered with a touch screen!
No comment it may not be printable
No face to face contact to answer queries
No face to face contact would be missed, but would there still be an option to actually pick up leaflets or only view a screen?
No personal contact
No personal touch
No ticket/pamphlet outlet
Not every person likes touch screens. Never think of everything a visitor wants to know and they don't always work. Very frustrating. Would certainly turn many of our guests away from visiting Lyme Regis
Not everyone is comfortable with internet or have iphones / computers.
Not many people use it at the end of the day.
Nothing beats actual local knowlege over generic infomation from a screen. also no way for lost and found to operate if no one is manning the tic
People like people. Human interface is what we seek. However, if the council have already made their mind what they prefer, then this has probably been a waste of resources.
Personal service and knowledge cannot be provided by a machine! Not everyone is comfortable with using push button technology.

same as previous response
See previous answer.
Self service is an understandable alternative but will probably be more costly in the long run. Someone will still be required to update information and service the facility. You can't rely on local vendors and organisations keeping their information up to date as it won't work (I have years of experience working in large public service bodies and know this from experience). The 'human touch' is needed to ensure smooth information flow.
Self service is not the same. Likely to get vandalised and/or break down if computer based.
Self service is supplementary to a full TIC in many other places.
Self service terminals would not offer the same level of detail and depth of knowledge as face to face service.
Self service would not be the same, and doubt if I would use it
Some organisations can not afford the charges for visit dorset website so we will not feature on the touch screen facility. Would you consider a lower rate for charitable organisations?
Still does not address the ability to browse and Pick up on activities on impulse
Such facilities aren't very attractive generally - even in this modern world!
Such things are usually unsatisfactory and fail to work properly or give you the info you really want.
Talking to someone face to face helps a lot more when your ideas are muddled and you need a friendly face to help you out. A touch screen does not calm you down if you are stressed which can get you to make mistakes when using it. Well that's been my experience.
The closure would be yet another abandonment of human contact for so many visitors and residents.
The TIC sells tickets for concerts that I help to organise. I also regularly buy tickets for Marine Theatre events from the TIC.
There is a large amount of expertise among the team in the TIC. They provide a valuable and welcoming service to locals and visitors. A touch screen service cannot possibly meet all the varied needs of the individuals who attend the TIC.
There is no substitute for face to face help and advice to visitors.
This option would not provide informed assistance tailored to my needs.
This would disadvantage those not able to use such facilities and take away the access to leaflets and ticketing services.
Touch screen is only useful if it works properly and is not helpful for all purposes. What about people who are visually impaired?
Touch screens and websites are pre-programmed. If your inquiry is unusual, they can't answer it. They are not flexible enough to be as helpful as a real, life person.
Touch screens are limited in information they provide. They break down regularly. Where would it/they be located and who would ensure they were regularly serviced
Usually you have to know what you are searching for with these sort of things and invariably they don't have the answer to your questions or break down and aren't working.. with a real person they can suggest things that may suit you much quicker. there's no comparison.

Visitors and the local community may as well use google. Self service does not help them to plan and book their holiday in advance.
Visitors to Lyme Regis are not all familiar with technology so they miss out.
We find it the most user friendly way of obtaining local information, buying tickets etc
we would lose the facility to purchase tickets and glean information about local events.
We would miss the personal element of the transaction
When you speak to a person, they can answer the specific question rather than one the self service option thinks you might want to ask.
Where would you pick up leaflets?
While I may be able to use such facilities many would not and I find them impersonal and unreliable.
will not be able to sell tickets? The problems with IT not working as seems to be a frequent issue even with banks.
Would affect tickets for events
You cannot rely on word of mouth
You would not be able to ask for local advice

Q20 Option 3
1 x paid manager and volunteers will cut cost to self funding.
A great idea if you can run a voluntary service
A mix of paid and voluntary staff would be far better than closure or a self service screen. You do not know the real value of a local TIC until it is lost.
A paid manager (or job share) assisted by volunteers is happening elsewhere eg Shaftesbury TIC.
A possible model is the one adopted at Bridport where the town council run the TIC.
A provision located within the Council's offices once relocated into the existing TIC, as long as it is well sign-posted and visible. Or at another town centre location.
A shared service with Lyme Regis Town Council.
A smaller information shop or counter could be put in the space on the front (by the national trust shop) Maybe something could be done in conjunction with the lifeboat station Or even build a kiosk - semi permanent maybe on the front near the national trust shop or by the beach huts or in the small car park by the pilot boat. I do think it is good to have face to face help and advice

A volunteer may only work occasionally and not always be aware of what is happening locally
A volunteer-run TIC could work well if volunteers are given the necessary management and training and the scheme is properly planned. It's certainly preferable to closing the TIC altogether.
According to the 2016 Local Economic Plan for Lyme Regis and Charmouth, around a third of the population of Lyme Regis is over the age of 65 – twice the national average. The report states that the area benefits from the many local 'active retired' people who give up their time; "without them, our area would not function the way it does... the level of local support in Lyme, Uplyme and Charmouth is remarkable". This strongly indicates that a local TIC type facility could very likely operate with a community of volunteer leaders. . It is also worth noting that TICs provide a community hub where local people can interact, thereby having a positive impact on health and well-being, reducing loneliness etc.
Again demographic suggests there are plenty of willing volunteers.
Again, in a prominent position I think this would be beneficial to residents and visitors
An alternative delivery model should be provided by Lyme Regis Town Council because it is their duty and responsibility to support local businesses but NOT through the 'voluntary sector' with which I have considerable experience through volunteering with Carnival Committee, Food Bank, The Marine Theatre, Candles on the Cobb and the Amateur Dramatic Society. It is not only imperative that we have a TIC but also for it to be professionally run and always open during business hours. This is not possible with volunteer staff. As a local tax payer this is my wish, even if it affects the tax I pay.
Another location with a core staff and may be some volunteers for support at busy times; could be on call
Another reasonable alternative but location and hours could be an issue. Is there a local library still? Combine resources?
As before, however, I am not sure what is meant by a "voluntary" sector. If this means face to face contact with a qualified and knowledgeable person, then I would be in favour.
as long as it was supported by the local authority.
As long as the volunteers are well versed in the services that they have to offer otherwise it would be a mess.
Assume same service as now
At least there will be a facility staffed at least some of the time but nowhere near as effective as a real TIC. You need a major rethink.
At least volunteers would probably have local knowledge, but could you rely on a voluntary organisation to provide a service of the same quality? And why should you? The people of Dorset are evidently strong supporters of the Conservative party. The Tories apparently have shedloads of dosh to spend on local services so why not ask Boris for the money? Alternatively, why not get local businesses which rely on visitors to put money into the service? Surely Dorset has chambers of trade or commerce or a BID? Make this part of your new strategy for local economic development. See many examples of good practice from tourist locations all over the EU.
At least we would still have a TIC.
Base the service in the Pavillion building on the sea front.
Because local people care about provision of accurate local information on the spot
because people need to have a place to get trustworthy information from. I VeRy MuCh HoPe ThAt YoU kEeP iT oPeN
Better than the other 2 options. Would still like it left as it is

<p>By far the best option for another delivery model would be the one the Dorset Council has apparently ruled out, i.e. creating an integrated information offer, using the resources of the Dorset Council and the Town Council, within the redesigned town council building. I would urge the Dorset Council to reconsider this option, with the intention of providing such an integrated information offer. Supporting tourism in Lyme Regis is to the benefit of both councils, and it surely must be possible to find a way for the two councils to work together in this way. Providing continuing provision through the voluntary sector would be better than simply having a touch screen, or nothing at all, but would be unlikely to be of the quality of the current service or one provided by the two councils working together.</p>
<p>By retaining face to face help</p>
<p>By using the facilities in the Shelters. Much more accessible</p>
<p>Check out Ottery St Mary, who are doing this.</p>
<p>Co-locate TIC with another provider eg seafront info or library.</p>
<p>Could put some people out of work. Volunteers are less reliable so advice could mirror this.</p>
<p>Could service be situated in library. Still paid staff though</p>
<p>Could this be provided at similar times to those currently offered but at a different venue? Would one of the local businesses provide accommodation.?</p>
<p>Could TIC be co-located in Jubilee Pavilions with service there? this is the space where visitors look for information, and where the majority of tourists are visiting. It would be a good location for signposting to activities throughout the town.</p>
<p>Critical that we retain a TIC that is properly staffed and funded. Not appropriate to rely wholly on volunteers, although they could provide an element of support to an employed team. Tourism is absolutely critical to Lyme and both Dorset Council and Lyme Regis Town Council should set aside adequate funding support to keep a TIC in town. Perhaps one could provide the physical facility and the other could staff it? The information point and function rooms at the pavilion are seriously under-utilised and could provide the ideal location.</p>
<p>Depends on who how etc</p>
<p>Divide the week into shifts. See how many shifts there are and look for generous locals prepared to do a shift or two per week on the office?</p>
<p>Follow the same model that East Devon TIC's do, such as Axminster, Exmouth, and Budleigh Salterton, as these are volunteer run. Advertise for volunteers, have reduced opening times especially in winter, but it can work.</p>
<p>Given sufficient goodwill it could offer the same excellent service hitherto available.</p>
<p>Given the demographic of the town, I believe there would be plenty of people only too willing to volunteer. This could be run at little cost from the town hall.....or the lifeboat centre, or the Mary Anning museum, or the town mill, or the Marine Theatre.....places where tourists go anyway.</p>
<p>Having a team of people who could provide the local information for tourists would be good but it is difficult to know if volunteers will always be available. It could be an unreliable service, but maybe alongside the self-service facilities it could possibly work. It is always better to have people rather than machines.</p>
<p>Having a volunteer who could chat to people and point them in our direction would be much better than self service!</p>
<p>Hopefully volunteers would be good</p>
<p>I agree with this option in that it means that I will be able to continue to provide customers with a range of handy information here on-site, to use and to take away. I disagree in that you are taking jobs away from local people.</p>
<p>I am not sure</p>
<p>I believe there are other small sites using a volunteer model eg in museums and I would have thought also in places like Blandford Forum or Shaftesbury where the lovely ladies in there do seem to be volunteers already.</p>

<p>I believe you should keep it as is, tourism brings in huge amounts of money for Lyme Regis, and this money should be used to help support the industry, it is a disgrace that the council is trying to take away a service of such great worth.</p>
<p>I could have the face-to-face contact I prefer.</p>
<p>I don't really think it can, at least not as well as a tourist info centre would. Keep the centre open as it is accessible to all people including the elderly</p>
<p>I don't think this is the best option but it is the best of these three options. To expect people to do this job unpaid is unrealistic. Could the TIC be moved to the Jubilee building on Marine Parade. It rarely seems to be used and is a massively prime position.</p>
<p>I feel it is important to keep a TIC with a face to face service where people can talk to an individual and feel that their questions are valued. I also feel it is wrong that a service that supports tourists and the important income they generate is left to volunteers - these staff can help generate income and should be paid The TIC in Bridport is a fantastic example what can be done with some imagination. Personally i feel that training staff to develop tourist income through ticket sales, social media and positive comms can only benefit a town reliant on visitors.</p>
<p>I have opted for option 3 only because I am appalled by options 1 & 2. I do not think the provision of tourist information (and promotion of the area) should be undertaken by volunteers - the TIC provides an invaluable service to the local economy and as stated in previous comments, the Lyme Regis service in particular is excellent - very knowledgeable, approachable and informative staff.</p>
<p>I think it is important to maintain personal contact in public services, and tourism is a very important part of your local economy. There are still many people who enjoy and benefit from face to face conversations and discussions. You can gain more insight into an area via to and fro conversations than from a computer screen.</p>
<p>I think premises used intermittently on the sea front could perhaps be staffed by volunteers or else a campaign to ask that shopkeepers / restaurants promote theatre / tourism activities would help. Alternatively, an existing business / charity e.g. RNLI / the National Trust Tenous could promote / display tourist / theatre materials at their premises in return for some council funding.</p>
<p>I think the present system is best!</p>
<p>I think this is the only option providing that parking permits will be available on the same basis as currently.</p>
<p>I think you should continue to support the TIC and pay people for the work they do and stop cutting corners.</p>
<p>I think you would struggle finding volunteers</p>
<p>I work for the National Trust and we have an excellent team of volunteers who work alongside paid staff thereby minimising costs</p>
<p>I would need more detail as to how many hours the office would be open.</p>
<p>If a local business would consider offering some tourist information services, perhaps some funds could pay for their additional workload. or If a local building owner philanthropist could donate the space to continue to run the tourist information services as is...(a community group? a church?) or the Lyme Regis Council could work to find a compromise? Face-to-face help is appreciated, especially when the website doesn't quite cover what visitors want to know.</p>
<p>If a voluntary sector could take on the role, then this would be the most acceptable option. In my opinion and for reasons stated before, we also want to keep the Marine Theatre viable. Ticket booking is an essential part of the tourist office.</p>
<p>If Dorset council is no longer willing to invest in the tourist sector of Lyme Regis - early evidence of unitary councils ignoring the periphery of the county - then a volunteer- and town-council run service either in council buildings or in the buildings associated with the Marine Parade shelters would be better than nothing. Perhaps the Lyme Development Trust could also look into using the tourist information service as a vehicle for providing job experience for local sixth formers to help with their CVs etc</p>

If local businesses want it then they should fund it.
If one of the local shops have room to have the TIC and 2 volunteers in it I think it could work and it could also bring people to spend in that shop!
If people are willing this would be great but equally feel this may be less feasible to maintain?
If the existing arrangement cannot be maintained, then I think this is the option that should be pursued. There are a number of possibilities including: 1) Provide a desk in the newly refurbished town council offices, 2) Provide an information point in Lyme Regis Museum or 3) Provide a desk in the Jubilee Pavilion on the seafront. These could be manned by volunteers provided sufficient training was provided by Dorset County Council.
If the present facilities were to sadly be closed then obviously another face-to-face service elsewhere would be a great deal better than just a faceless electronic monitor stuck in a wall somewhere! It could work really well in the right kind of location - and with friendly and well informed staff, as at present - especially if backed up with the same kind of helpful printed matter on local events and services.
If the voluntary sector is sufficiently funded and resources by local people with knowledge of the area it would work
If you can't afford to pay anyone this for me would be the best of three terrible options.
Impossible to say as it would depend on the delivery model. Could it work with the library, extending its open hours?
In a small community such as ours, where human contact is part of the normal life, a great proportion of the residents are older. I strongly feel that they should not be compromised for not being able to engage with someone about a community event that might be happening
In my town of Wimborne the TIC has successfully been moved to be shared with the town museum
Is there a possibility of the office on Marine Parade being utilised? or using the same place once taken over by the Council? It would be difficult to get a permanent team of volunteers. Is there room in the museum? at least for availability of timetables, leaflets etc.
It all depends on the detail and the model deployed. The current service is well proven and valuable to the region.
It could work I think - but our own Local Council needs to support - this idea with help with funding and perhaps even providing a room - or small building.
It depends on there being people available to and willing to provide such a service. With cuts to councils the voluntary sector pick up a lot of the slack. It isn't right as people lose their paid employment and the service only continues with voluntary support but I think it's my preferred option if the service as it is has to close.
It is inconceivable that a town with a tourist population of such considerable size would not have a TIC staffed by people and a counter service. The obvious and ideal location for the TIC is the Jubilee Pavilion on the sea front. This is a totally wasted space at present and is not something that enhances the look of the seafront in its current state. This should be converted for use by the TIC - perhaps Lyme Regis Town Council and Dorset Council could ACTUALLY WORK TOGETHER for once with LRTC providing the building rent free and Dorset Council paying some or all of the staff wages? Considering that LRTC has such a surplus, it is genuinely baffling that we seem destined to lose such a valuable service in our town. We were not asked whether or not we wanted the totally unasked for and vulgar lighting in the Langmoor Gardens - I for one would have voted against this given the choice and asked for the money to be spent on the TIC.
It needs to be in a central location and well signposted. Why not use the information centre on the promenade?
It would be better than the other two options. Better, to keep it open as it is with informed, professional and nested local workers, giving people jobs not taking them away.
It would depend on having sufficient interest (in numbers of volunteers) to sustain this option.
It would maintain the personal approach.

<p>It would need a paid person to oversee, develop rota, ensure information was up to date ensure training of volunteers etc. A venue would need to be found probably combined with another activity. There is a venue on the sea front called Tourist Information though it is unclear what it is used for. Could this be developed for multiple use?</p>
<p>It would obviously need some funding and people willing and capable of providing the service; also an accessible venue...</p>
<p>It would work by utilising the love of local residents for their town and community.</p>
<p>Its vital to keep face to face customer service and I'm positive there would be plenty of volunteers</p>
<p>Linking the service to another existing facility eg the Mary an invite museum might work and encourage use of the centre too. Similar to Seaton Jurassic run by Devon wildlife trust who also offer tourist information services</p>
<p>Local knowledge of the current staff will be lost and is not likely to to be as comprehensive if offered by a range of volunteers.</p>
<p>Local volunteers have local knowledge & would want to promote the area.</p>
<p>Lovely idea for local people to promote their area and br proud of it</p>
<p>Lyme Regis has a vast supply of volunteers who would be willing to carry out the role, however, I do believe there should be a paid employee to oversee the activities to ensure continuity.</p>
<p>Lyme Regis residents are helpful and supportive by nature, whilst volunteering is slowly declining (age, responsibilities for caring / waspi situation etc) I am sure that volunteers would man/woman a TIC at the information pavilion on Marine Parade.</p>
<p>Many towns in the USA have TICs manned by volunteers. If this one can't be kept 'as it is' it would be lovely to have volunteers. I would if I lived here!</p>
<p>no idea. why should volunteers provide a commercial service for business and tourism operators. Maybe a trust like the VVV network in Holland.</p>
<p>Not sure it would. It is a very inferior way of treating staff, who should be valued enough to pay them properly, you are being parsimonious. However if you are determined to be so foolish as to close the TIC partly because you would have to pay staff then this is better than nothing. Do you value the promotion of DORSET by properly trained staff? I do.</p>
<p>Offer the service to a local business who would benefit from extra footfall.</p>
<p>On the plus side it would maintain a personal service. On the other hand, demand for volunteers in Lyme is already enormous, and probably everyone who is in a position to do so already volunteers for something. In fact many volunteer for multiple things. So it will probably be difficult to achieve.</p>
<p>only if there are no other options where would these volunteers be based? Surely they would need premises, in which case would it not be better to retain staff who already have a lot of local knowledge</p>
<p>People like dealing with people. At some point the council needs to understand this. Why not relocate to the beach front exploiting some of the wasted space or empty building of the recent development and back your town instead of trying to freeload of the large number of visitors</p>
<p>People who are passionate about lyme regis could pass their knowledge on to others</p>
<p>Perhaps part of another building e.g. museum, National Trust shop, post office, gallery, cafe..... Part time visitors could run this.</p>
<p>Personal delivery is important, tourism is a major industry for Dorset and should be invested in; the TIC is an important delivery point.</p>
<p>Please replicate the existing friendly helpful service a another site in conjunction with the Town Council. Lyme Regis is a family friendly old fashioned place. Personal advice fits in with its welcoming character. A self service PC terminal and a bank of leaflets do not. That will give the place a run down and impersonal impression.</p>
<p>Please see previous answer</p>

<p>Possibly providing a less comprehensive service, but it depends on the 'level' as well as number of reliable volunteers. From experience in Charmouth, people appreciate the personal touch, who can not just provide leaflets and answer questions (to the best of our ability noting that that is not our role), but who can suggest other things.</p>
<p>Provision of some kind is essential</p>
<p>Re-open the Jubilee Pavillion and staff it with local people employed to provide information to the public. For several years I worked throughout the summer months volunteering at the jubilee pavillion. It was a much needed and much used facility and I am appalled that it has been allowed to deteriorate and stand empty. After all the work that went into rejuvenating the Marine Shelters. Such a disgrace. Put the TIC in there.</p>
<p>See above</p>
<p>see below.</p>
<p>Set up the T.I.C within the council office / space. Alternatively keep the T.I.C. where it is and the Council has a desk within the T.I.C.being called when required, maintaining the offices in the main where they are at present. or using one of the other buildings that the council has.</p>
<p>Shared space in a communal building I.e. Museum or library would be perfect. This may also be a good opportunity for work experience, internship,and apprenticeship candidates to gain valuable customer service skills.</p>
<p>So long as the volunteer staff are highly knowledgeable and can provide a service to the level of the existing team this model could work well for those visiting the Lyme Regis area. It would help greatly to support a town that is about to feature in a Hollywood motion picture and all the attention that comes with this! It would be embarrassing timing to make a decision to shut such a highly valuable resource for tourists as the TIC....</p>
<p>The building below the Lister Room/ next to the NT shop seems under used! When it opened a few years ago I assumed it would become tourist information. The tourist Information in its present site is not ideally located to catch passers-by.</p>
<p>The issue would be trying to find people that would be interested in supplying this service without being paid. However this could work alongside a charity whereby charity volunteers are trained in tourism information that they can supply tourists alongside raising money for their charity</p>
<p>The model exists in other places. The only issue is that you are relying on people helping who have a good local knowledge</p>
<p>The TIC should be run by our own Town Council - possibly shared on costs with Dorset Council - from the Jubilee Pavilion which is a totally wasted space at present. LRTC could provide the building rent free and Dorset Council could pay wages.</p>
<p>The TIC staff would loose their jobs, as would struggle to work voluntarily instead of with a wage, which would not be fair. However, it is good because the community feel will not be lost but the staff should get paid.</p>
<p>The Town Council has already tried this approach with the information centre in the middle of the sea front. Excellent for a while and then it fell apart and has not been successfully resurrected.</p>
<p>The trouble is people would have to have extensive knowledge of all aspects of Lyme. This is the council wanting a cheap free option leaving someone else to do the work.</p>
<p>There are many volunteers in Lyme, eg Charity Shops, Museum, RNLI. Being a current volunteer at the Lifeboat Shop, I know that quite a few people come in to ask for information. Perhaps these outlets could be harnessed to help.</p>
<p>There are spaces / places around Lyme Regis that could provide this provision.</p>

<p>There is a need for Lyme Regis centred information to be available. In 2020 most people are now using apps to find information. A new app specifically for Lyme Regis needs to be formulated. Vague out-of-date websites like Dorset For You are not fit for purpose. The experience we have in organising events in Lyme over the past 16 years shows that increasingly people are using social media for information rather than programmes, posters, telephone or TIC. Why is the TIC acting as a free booking agent for accommodation? Why is the theatre not selling tickets on line instead of using the TIC? The time required to put in place alternative plans is insufficient. Could the lease be extended until the end of October? Could the Jubilee Pavilion be used as an information point being staffed by one permanent member of staff with volunteers between Easter and October? Is it not true that the majority of questions are trivial - where is the toilet? bus times? tide times? fossil walks? Additional funding could be found from raising the two DCC car parks to £5 a day. Is it fair that a subsidised local authority outlet should be selling books etc in competition to local shops who are paying business rates? Is it</p>
<p>There is a strong volunteer movement in Lyme Regis, and this model has worked well in Axminster Library. The concern is always the ability to cover shifts to provide meaningful and convenient opening hours.</p>
<p>There seems to be many examples of voluntarily run community shops/pubs etc around the country so there must be plenty of information available as to how they manage to operate successfully.</p>
<p>These questions, aimed at businesses do not reflect the wider picture. As a Lyme Regis resident I, with others, value the contribution that holidaymakers make to the town's economy. The TIC plays a huge part in enhancing the visitors experience.</p>
<p>This depends a great deal on the delivery model, how much the voluntary sector providing the information knows, how easy it would be to contact them and where they would be based.</p>
<p>This is probably the better option of the three although would still require at least some permanent funding and resourcing. Voluntary supported organisations can work extremely well if managed correctly. You would be able to reduce costs but still provide a service which is helpful at point of need. It could also be scaled up and down to reflect tourism peak times. It could provide opportunity for short-term seasonal work for younger or older local residents who don't necessarily need a full-time income year round.</p>
<p>This is the best of a poor set of options. If the right people can be found then maybe it could work. But why stop there? Let's have volunteer rubbish collectors, volunteer traffic wardens, volunteer police, volunteer firefighters, volunteer teachers, volunteer planners, volunteer council tax collectors, volunteer policy makers,....</p>
<p>This is the least bad options of the three bad options you have given us. Presumably you mean that a kiosk will be run by a team of retired volunteers. The positive is that there will still be a human face welcoming visitors. The downside is that they may lack the professionalism and zest of the TIC team.</p>
<p>This option will not work very easily as the supply and organisation of a group of volunteers will not be easy.</p>
<p>This seems the least worst of the three options.</p>
<p>This would be better as the face to face contact would be maintained with local enthusiastic knowledge. The voluntary sector is increasingly hard pressed and it would still need the investment of a place to work from and a coordinator to organise.</p>
<p>Through collaboration with the Town Council which has a huge vested interest in many of the services currently offered by the TIC and not by voluntary sector The quality and professionalism of information needs to be delivered by paid staff and not volunteers</p>
<p>To run the whole of the TIC with volunteers is not realistic. Perhaps a small number of volunteers coordinated by a paid manager. Rather like National Trust.</p>
<p>Use a small part of what will be a much larger town council building and employ one member of staff backed up by one or two volunteers or perhaps use a small area of the library.</p>
<p>Use some willing volunteers.</p>

Using the pavillion which has already been used in past as information kiosk good central location or consider perhaps joining forces with national trust shop or RNLI shop already run with volunteers these places already act as informal tourist information places where are the toilets etc ???
Voluntary difficult to staff with continuity.
voluntary sector is difficult to provide continual cover
Volunteers - if well trained & personable would be preferable to 'non person' availability. Many older residents of Lyme have valuable insights & wisdom to contribute to a voluntary system if well supported.
Volunteers are good, but are never 100% reliable
Volunteers can work but need organisation
Volunteers could provide a service to rent free premises. Need to have some permanent staff supported by council to run the facility. Council need to be aware of the fact that many people, and respectfully older visitors are not particularly computer literate and will be disadvantaged by a switch to online resources.
Volunteers don't always have the knowledge that a trained employee has. However, a face with some knowledge is better than a screen!
Volunteers need a manager. Could work.
Volunteers will need training have a base to work from, this idea although good has its problems. Locality, times when they would be available to help the many visitors, visibility people would need to stand in popular areas in all weatger conditions, visitors still come in rain shine wind and storms
Volunteers would be interested in helping people about the local area, but they would still need an office to work from. Also it seems a shame to remove the chance of paid employment for local people who need a job.
Volunteers would be lovely but I don't know how regular the hours would be and I would miss the convenience of the regular hours
We have the room along Marine Parade which is empty!! We were volunteers for about 4 years when this room was an offshoot of the main TIC. Many visitors came for information, to see exhibitions and to chat. The room would be ideal as it has plenty of space and also central to the town.....and it is empty. It would need a a paid organiser but I am sure enough people would volunteer to help.
We need the service the TIC provides whether that is voluntary or paid, it is a requirement for the businesses that rely on tourists and it would hugely affect us if it was not available.
We think that the voluntary team would need to be committed to being open throughout the mid and high season. Our guests will use the service at anytime. They often ask for the telephone number of the TIC for further information that we are unable to provide ie, tide tables, bus time tables from the Rail stations.
Whilst I agree a voluntary service should provide a good level of cover. I feel this vital asset to Lyme Regis must be publicly funded.
Why not expand the hours the shelter facility is open. It is central for visitors to the town. Could the present TIC staff be employed there.
With difficulty - lots of calls on volunteers time already. Would need a coordinator.
With difficulty!
with support
With the hundreds of visitors that the town receives, some sort of face to face is essential . Not everyone has computer access. Whether a more central situation might be better could be up for discussion.
Would maintain much of current service and provide source of help to visitors. Would be willing to help as volunteer.
Yes as long as volunteers were fully trained and committed.
Yet again the community picking up the pieces. Where would you accommodate the volunteers office. What about training. You would need a volunteer station so why not carry on having a TIC.

Yet again, basic service being provided by volunteers. Lyme already runs on volunteers!!!
You will need to call on a pool of volunteers which does not fit with a resort the size and importance of Lyme
You would need people who are well trained and know the all the clubs and associations, to be able to advise the visitors of all the local attractions.
A great deal of thought would have to go into this as voluntary staff would have to be up to speed with local information.
Again see first answer
Although volunteers can be useful, in my experience, it depends how well they are trained. Always feel a fully trained person needs to be in situ.
Always difficult to hold on to quality volunteers however dedicated they are to start with. Lyme is better than that, shout out how good you are, don't expect volunteers to do everything.
As long as it provides person to person contact.
as long as the alternative deals in a similar way as traditional TICs it could be OK
as long as the service is the same, there is no issue
As long as there is a real person to advise especially over the phone. Internet in our area is very bad.
Aslong as the staff know the area if visitors ask for directions
At least it would continue to exist. Volunteer s are always in short supply unfortunately.
Better than nothing but far superior to have a professional service with professional responsibilities. The town is a,ready heavily reliant on the voluntary sector.
By providing a continuation of a face to face service by people with local knowledge and interest.
By providing a TIC facility on the promenade, with paid staff.
Consider making more use of the library (location not great) with a tourism staff member to answer questions or maybe a well informed volunteer. Marine Theatre tickets could be sold in conjunction with the museum when the box office is shut. The tourism office could maybe located within a gift or charity shop in the High Street.
Delivery of the service needs to be reliable and 24 x 7 - this would not be possible via a voluntary arrangement.
Depends where it is - it needs to be in the town centre.
Difficult to respond without more info - the question is too vague.
Find another site - Three Cups (long term), Jubilee Pavilion, any other property on Broad Street?
For us as an organisation, this would be a better option than the others but we would still prefer to work with a staffed TIC.
Grave doubts on the reality of volunteer availability
Hard to comment on this as not sure how it would be set up.
Has a voluntary sector been identified or is this option wishful thinking?
How well would it be supported by whatever method manages this system? How knowledgeable would the volunteers be? What about the current staff, are they now redundant?
I am sad that the council doesn't consider the TIC worth investing in. I think it is short-sighted and doesn't properly appreciate what it offers visitors and local businesses and also locals on a personal level. It's difficult to measure these things (and to show them on a balance sheet) but I think the town will be diminished without it. while I would support any voluntary initiative, I don't think this is a healthy development for our society. Things everyone benefits from should be supported at council level - that's what a council is for. If the staff of the TIC think they can handle the demands of setting up a new office, I will continue to send guests there and to speak enthusiastically about the service. It seems a lot of personal effort to replace something that works really well in its current form. Shame we're not having this consultation at an earlier stage.

I believe that a good solution would be to locate the tourist information service within the local library. The library building in Silver street is currently only used on a part time basis. Combining the library with the Tourist Information Service would make for a much better utilisation of the premises.
I dont know what this would imply. The alternative is to vague to consider. But I think its not possible to keep the same level of professionalism, if the service is based on volunteers.
I have no idea but it seems to leave such a service to volunteers when the tourist industry in Dorset is supposed to be so important and helpful for the local economy.
I think it just removes valuable employment opportunities for local people.
I think it would be very difficult to organise (the tourist information point on marine parade was run by volunteers and this has now closed). But it would be preferable to shutting down face to face interaction completely.
I think it would offer a more fragmented service than currently provided. It would be difficult to maintain consistently high standards of service.
I think people should be paid for their work, firstly. If you need a volunteer to run or operate something, then there is a post and role needed. The tourist office is a way of representing a town, and Lyme is definitely sustained and thrives because of tourism. Our tourist office is very busy and a font of knowledge. The office is used to advertise events, therefore supports the Maine Theatre, for example, and other venues. It is a shame that the building needs to be vacated as it is the perfect location and easy to access for all.
I think this could work as the people of Lyme are generous with their time and voluntary contributions but the cost of premises still needs to be considered.
I think this is the best of the 3 options but still feel that having a physical information office manned by paid employees is of importance for the provision of an effective tourism service for the town.
I volunteer at different places (school, museum) and there are many more people like me with several volunteer "jobs". But there is surely a limit to the number of volunteers that could possibly be recruited for yet another volunteer-run service!
I'm not doing your job for you! It can't be beyond the wit of man to come up with a sensible model, combine with a tourist shop.
If it is funded, managed, procured and monitored properly
If it is run by volunteers it will depend on how much local knowledge they have and if it can always be manned. Volunteers can't be sacked if they don't turn up for work
If the hours were not at ridiculous times of opening and closing.
If the volunteers are passionate and empowered, then this option might work.
If this is the only option which keeps face to face contact then it is the best of the three. Paid expenses of staff needed for continuity alongside voluntary help.
If volunteers can be found this may make little difference to the running of the centre.
If well organised, could be a solution.
If you have enough volunteers to provide a full service
I'm not sure how this would be funded but voluntary support would be the second-best option to TIC funding.
I'm not sure I'm qualified to say how Lyme Regis volunteers could run it but clearly much of our cultural lives depends on volunteers-the NT would be in a real mess without the army of volunteers to run services, museum services and theatres too.
I'm sure it will depend on the number of volunteers and how well informed they are as well as how available the service is - quality and quantity.

<p>In some ways this would be better than Options 1 and 2, as at least real people would be involved. But where do you propose to get these volunteers from? There are a number of other institutions making full use of volunteers - eg the Museum and Town Mill, to name just two. And we know from the personal experience of a relation who was Manager for some years of the Museum and later of the Town Mill how difficult it is to get and rely on this help. It would be useless if the TIC was always or often shut.</p>
<p>It all depends on whether or not you can get volunteers as I have worked for organisations who have volunteers and you cannot guarantee a smooth service as there will be times you won't have any volunteers.</p>
<p>it seems such a shame to lose such a good service point, I wanted to suggest we use the local library but of course in Lyme Regis it is a little off the main drag. Is there a chance the Town Council might provide the service in a similar way to Bridport Town Council ? Then maybe we could transfer Sherborne TiC as well ??</p>
<p>It will only work on the basis of good volunteers, with the greatest of respect most people with the capacity to volunteer are of the older generation - will they understand fully the needs of a young family?</p>
<p>It wont</p>
<p>It would be preferable to have someone to actually speak to for tourist information, though being voluntary may prove difficult in getting staff to cover the required hours and have as much much knowledge as the currently trained staff</p>
<p>It would only work if local tourist-related businesses felt a TIC would be of sufficient value to warrant their undertaking it collectively both financially and in its staffing. However the local businesses do not regard it of sufficient value to do this. I strongly suspect that they have their own individual means of exercising their tourist business interests such that they do not feel the want or need to inject any monies and support into it to make it viable. It's a mark of where these businesses are and how they now operate. Equally all other public departments at Government and Local Authority levels are working online and all of this leaves the future of the TICs under the scrutiny that's being had all over the UK. Dorset, like the others, have to set their priorities particularly with the present financial climate and pressures on Council's budgets, and TICs are not one of the priorities. They are no longer the TICs of the 1960's, 70's and 80's - their service is no longer what it was or needs to be, and obviously they are not sufficiently felt needed by local tourist business otherwise they would take them on.</p>
<p>It's a better option than close as long as staff are not made jobless</p>
<p>It's a council responsibility to run the TIC, the town needs the tourism.</p>
<p>Lack of continuity. I speak as a 'professional volunteer'. I have done lots of volunteering in the public sector and also ran my own tourism business in Lyme for 30+ years. Even in these days of online everything, we still need good professional help. I read 3 local papers, I follow Lyme social media but I still need more info which is obtainable from the TIC, plus the many events tickets.</p>
<p>Links with a local organisation that has a base in the centre of Lyme</p>
<p>Lyme Regis already relies on the voluntary sector to provide a wide range of services, not least the RNLI. It is easy to see why volunteers give of their time to support a charity but I would question whether in a small town such as Lyme Regis there is sufficient untapped volunteer resource to replicate the non charitable work of TIC staff.</p>
<p>Many organisations and public bodies now rely on voluntary assistance, eg. museums, galleries etc but professional staff are also required to oversee the running of organisations.</p>
<p>Not convinced this would work. The TIC facility needs to be in the centre of town, open as long as possible, manned by knowledgeable people, and hold a wide range of material on events, venues, activities, etc. The Bridport TIC is an excellent example of how this can work well (and I visit it regularly). What voluntary organisation would manage this.</p>
<p>Not ideal, but at least keeps humans in the loop who hopefully have some knowledge about the local area.</p>

<p>Not sure - why does it have to be voluntary? Is it not short-sighted to remove the paid for professional service to replace it with a potentially well meaning but perhaps less effective volunteer regime. Is it not right to continue to support the promotion of the town and it's various events. The long term viability of the town is surely worth continuing to invest in so that future tourists can have the same wonderful TIC service visitors enjoy today. If things are that tough, then put a small increase in the council tax to cover the cost!!</p>
<p>Not sure how this would work</p>
<p>Not sure if this would work</p>
<p>Not sure. It depends on where it is sited. At the moment it's really convenient. If it was away from the sea front, or tucked away somewhere, how accessible would that be?</p>
<p>Not too sure on this question</p>
<p>Paid staff are employed to be knowledgeable and informed and often go beyond their roles. I have been given wrong and biased info by volunteers based on their views, and not up to date.</p>
<p>Paying volunteers or part time provides more quality.</p>
<p>Perhaps based in the Marine Theatre but you would lose the level of professionalism currently at the TIC and be relying on volunteers to fill and train for this cover and we are already a town relying heavily on volunteers to function - theatre, mill, museum and RNLi shop.</p>
<p>Printed material could be perhaps collected from the library? Or local shops e.g. a Uplyme garage?</p>
<p>puts onus and cost on others to continue provision in valuable tourist destination with provision of face to face interaction vital to maintain enthusiasm about the town and its surrounds</p>
<p>Relying on a voluntary team is very difficult. People will not commit to hours especially during busy times and summer weeks. You would need a back-up of volunteers to cover sickness and short notice absence. The organiser would be on call 24hrs a day - with the volunteers - (hopefully that would be for 2 paid positions), especially during the summer months where longer hours would be needed. The location of the property would be paramount to foot fall. Using the seafront is not an option during the low and mid season as there are alternative paths. The ideal location would be around the Cobb Gate car park area.</p>
<p>Run a desk through another outlet eg National Trust shop</p>
<p>Self service shop or terminals located somewhere nearby, perhaps in the museum?</p>
<p>Shared building??</p>
<p>Some provision would be better than none.</p>
<p>The council could perhaps get the town council to advertise for staff. As for a venue there is the woefully underused facility in the Jubilee Shelter on the seafront.</p>
<p>The council would need to provide suitable premises and financial support. It would be second best to continuing to run the service directly.</p>
<p>The hours would need to be the same as currently are. There may not be continuity and some "ownership" issues. Would volunteers be as informed as the current staff who know everything and anything about the area?</p>
<p>The option stated is too vague so I am unsure.</p>
<p>The success of this would depend upon the delivery model chosen. As a minimum it should have a location(s) where material would be available as well as as human contact to assist and advise.</p>
<p>The whole of Dorset runs on a combination of partnership and volunteer support models, from its Lifeboats, Coastguards, food banks, Conservation organizations, your own Country Parks and visitor centers. You can involve anyone you like in the running of your TICs but they need to be professionally run to support a professional industry that believes in a quality product. Do volunteers inspect accommodation and food premises?</p>

<p>There are a number of local people who would enjoy supporting such an organisation if it is given good facilities. I would suggest the use of the new show room in the middle of the sea front parade in Lyme Regis. Great facility, nice place to work, lots of passing foot fall, easy to find.(Appears empty most of the time at the moment)</p>
<p>There would still be a service however is a loss of jobs</p>
<p>Think it would be better for staff to be fully employed on the payroll.</p>
<p>This could be run with both voluntary and employed staff. Sometimes voluntary staff can be hard to get.</p>
<p>This could only work if sufficient volunteers can be found to run the service and of course a venue from which to run it.</p>
<p>This could work but not sure how you can ensure volunteers have all the knowledge of local things they might need. How will they stay well informed. Could they maintain office hours throughout the year?</p>
<p>This is a possibility, providing the premises are provided free of charge and the voluntary sector are solely responsible for providing labour resources. Suitable premises are available in a vacant state at the Jubilee Pavilion on Marine Parade. For the cost of a light refurbishment, the premises issue could be resolved. Considering the amount of Council Tax that is paid by residents, the wastage on various vanity projects (such as the nausea inducing lighting in Langmoor gardens), and the sizeable Town Council cash reserve, the provision of a visible TIC in a town where the population grows to nearly 10x its numbers of residents in the Summer months seems a very sensible way of encouraging and communicating with our visitors.</p>
<p>This is the lesser of the evils you are offering. But Lyme regis TIC brings in trade to the town, ie makes MONEY for the town. Why should this become a voluntary affair. We have too much volunteering already and as this is something which creates wealth for the town, it is NOT something which should be left to volunteers.</p>
<p>This might work to an extent, but volunteers are no substitute for a professional service.</p>
<p>This would all be down to what form this Option 3 looked like. If there are no suitable locations would this be a kiosk somewhere? Also unless the backbone of this service was managed by a non 'volunteer' it would seem highly likely that the provision would be shaky at best.</p>
<p>Totally depends upon the quality of the volunteers.</p>
<p>Using volunteers is always troublesome - training them, and making sure they not only have the knowledge but that it is correct. with the coast so close you have to be careful when it aomes to things like advice on the beaches and cliffs. Making sure office is open when it should be, volunteers pull out last minute. this isa professionally run office and should have paid jobs accordingly.</p>
<p>Very dis appointing for visitors on the high street not to have friendly people with good personal knowledge who need to know about dog friendly beaches,what's on personal recommendedactions. .Lyme,merits and deserves a to..it is an excellent and v visible asset to the town</p>
<p>Voluntarily led organisations have to be organised! if you pay someone to organise a rota and fill in the spaces when someone is away or ill, you may as well employ a body to do the work. voluntary workers who are well enough and young to volunteer are often new to the area and have no local knowledge. perhaps it could be run by volunteers part time and have a part time paid member of staff who manages the rota and has good local knowledge and can pass the information on.</p>
<p>Volunteer based organisations are not generally very productive or efficient - never the right person/information to hand ... etc, e.g. Swanage</p>

<p>Volunteers could be a useful addition to a model....but not the only. I think if the information centre was located within or beside a business which benefits directly from tourism (e.g. larger restaurants, gift shops etc) there could be some agreement about shared costs/services and reciprocal benefit from increased footfall. E.g. on the sea front near the National Trust shop....somewhere near TownMill. I'm not sure that this needs to be wholly funded by Dorset County...and perhaps if it could be integrated with some of Lyme Council projects there could be some shared costs...e.g. rental of beach huts, parking monitors, etc.</p>
<p>Volunteers could provide the opportunities for discussion but this makes it much more difficult to guarantee a consistent service because it depends on voluntary work which by definition cannot be guaranteed.</p>
<p>Volunteers could run it. Saves the money</p>
<p>Volunteers do a great deal of work in the local area. There is a limit to what we can do particularly as most of us are in our 60s and 70s. As people have to work longer and longer e.g. to 67 years, the volunteers will be lacking in future years. We cannot expect volunteers to paper over the cracks in what should be professional provision. While Charmouth might not be directly affected, it is likely that we will be indirectly affected.</p>
<p>Volunteers don't have the necessary training that covers all aspects of the service.</p>
<p>Volunteers give their time. Cost effective.</p>
<p>voluntter services ill prepared, poor service elsewhere in dorse where dependant on volunteers</p>
<p>We need a place to visit in person for all the facilities and services at present delivered by the TIC. Residents and visitors get a brilliant service from the TIC, especially tickets for theatre and advice on events and happenings.</p>
<p>We need to retain a TIC in Lyme Regis. It should be in a more prominent position, such as in The Shelters. It could be greatly improved by being more visible. I think it could be more involved in promoting Lyme Regis. It should be properly funded though, not run by volunteers.</p>
<p>Whilst some voluntary input would be acceptable the service must be maintained professionally / by Officers to ensure standards are met - with volunteer input as appropriate - BUT there is a huge demand for volunteers within Lyme Regis by many other worthy organisations, mainly charities.</p>
<p>Whilst this may go some way in delivering information provision, I believe there is a greater sense of quality, integrity and reputation which makes "TIC's" far more attractive to those wanting and using this service and would result in a higher standard of delivery and greater overall benefit to the community.</p>
<p>Who would pay for this voluntary service, the council gains money through prosperous businesses being located within Dorset which inturn is helped by visitor revenue</p>
<p>with difficulty - most volunteers are heavily involved at tourist times eg summer, easter. So reduced number of people available.</p>
<p>with difficulty - need to find premises and the volunteers</p>
<p>Would a voluntary position provide the same hours and level of service? I think a merger with an existing business or move to another building is more beneficial, as highlighted in option one comments.</p>
<p>Would depend on what the volunteers an deliver in terms of knowledge and availability</p>
<p>Would strongly urge not totally voluntary though some volunteers could add to extent and perhaps enthusiasm of the service.</p>
<p>You would need a local voluntary body with an existing presence and location in Lyme Regis, plus the experience and capacity to take this on. This is highly unlikely. Such a body is likely to be a registered charity and, as such, its existing registered charitable objects would have to cvoer such a service. This too is pretty unlikely.</p>
<p>You'd need a ready supply of local volunteers.</p>

<p>* Perhaps the information could be incorporated into a high street shop, eg post office, newsagent? or library, eg where staff could perform multiple functions? * Perhaps one of the local attractions in the town can be a home for the TIC? * Perhaps the office can remain, but be resourced by volunteers?</p>
A lot visitors to the town like guidance on local activities
A physical presence rather than online or an automated terminal is more useful
A visible presence would still act as a focal point for the visitors to the town
A well signposted and central location. Someone available to question rather than just leaflets. All the services that are currently provided, just a different venue.
As 1.
As I don't live in the town I can't say but the person to person is what makes all the difference.
As long as the voluntary sector could answer all the questions before the visiting sailors got to Lyme and that they were accessible to family members once they arrive.
At least there would be a person to speak to. Not everyone has access to the internet when on a visit.
Being part of something that is already there, charity shop, church, post office. Many towns have tourist info in their libraries.
Combine with something else? Library, church, post office, large shop, town hall?
Could not work without some paid staff to recruit, train and back-up volunteers. Volunteers do not usually work at weekends
Could the town council help? Thanks.
Crewkerne has an information service run by volunteers as does Burnham on Sea. Need a central base for it.
Depending on the voluntary sector costs jobs and is unreliable. It would still need premises.
Face to face option very important. I appreciated in Lyme last time I visited. Here in Swanage, the Information Centre is a vital hub of information, not just providing tourist information but involved with local news, lost property, missing children, weather info, beach hut rental ...
Feel that the town council surely should step in and develop this there is so much to offer visitors. There is now so much more focus on saving our high streets surely this is just another example of one step towards this and we do not want it to happen in Lyme Regis
Find a new venue. Advertise and continue as much as possible the present service.
Find a suitable venue eg on the sea front.
Given how hard it is to get volunteers, I suspect the opening hours would be a lot less
Great use of local retired people's knowledge and time to promote Lyme Regis, also school children through Duke of Edinburgh Award scheme etc. Having visited Japan for 6 weeks recently this is how we received most of our most valuable information and connected to local people, also would give locals a sense of pride in our most wonderful area!
Have a small area of the council reception area (or library?) which could be used as a TIC. TIC's have been closed in other towns which rely on tourism (eg Weymouth) and this sends entirely the wrong message to visitors. Nothing can beat speaking to a friendly person who really knows the area understands your requirements.
Hopefully if well organised and in an easy to access position. This could provide a valuable and friendly service as the face of Lyme Regis.
How is this consistent if voluntary. Better to have trained experts
I believe a relocation should be the way to go. We don't want to lose the personality and the wealth of experience and local knowledge that should be retained. Location, although town centre would be preferable but a small portacabin style office located in one car parking space would be ideal. Don't waste the knowledge of these sensible, experienced current employees.

I cannot understand with a place as popular as Lyme Regis with it's many visitors why the town council and the county council cannot work together to provide this service. Despite our technological world there is nothing better than for human to human contact.
I feel there needs to be a face to face paid service, potentially through a collaboration with the Town Council.
i know for first hand experience how time consuming and lacking a cohesive service of this kind can be.
I need trained professional staff, not the inconsistency of volunteers
I prefer the face-to-face interaction...
I would still have face to face contact volunteers from the local area would have great knowledge and passion for Lyme Regis and surrounding area
Ideally it would stay as it is however you have many many tourist that visit that are likely to need specific Information for there spevific needs person to person advocates a better service and builds a better representation of the town
If it is possible to run it through the voluntary sector, it would be a good compromise, but consistent operating times could be difficult to ensure.
If the council can't afford it then local businesses should.
If the facility was moved to an outlet close to the town centre then it could still provide a service of sorts me sort. However it would need to be easily accessible to all.
If the TIC can no longer occupy its present premises, alternative premises should be found. The loss of such an important contributor to Lyme should not be contemplated.
If there was something like the current office that you could drop in to, that would be great. so much nicer to talk to people and browse information. Welcoming and friendly.
If this can be achieved, this would be the best solution to provide people a good service
I'm not sure but I would not like to see the service lost. Everything can be figured out.
I'm sure there are many, active retirees, young parents with children at school or uni students who would love the chance of doing something to help their community. If there was a proper rota system, organised by a small committee, this would possibly work. I for one would be more than happy to come & do this.
Important so that visitors can be guided in the right direction to visit attractions whilst in the town that they would otherwise have missed.
In Christchurch volunteers now man the tourist information I the Regent Centre. This appears to have been really effective. Human contact us much more flexible than a machine or a website.
Install it into another business area with space - eg post offices are moving into shops - helping both
It has to work. Local communities must keep personal contact alive. Lyme needs a face to face centre.
It is important to have some paid staff to organise and oversee the volunteers. At present, I am a volunteer in Southwell, Notts. Volunteers are not always reliable and cover needs to be available from paid staff at times to ensure the office is kept open. I think that Lyme Regis would need one paid member of staff at all times to oversee volunteers, prepare the rota, order leaflets. . In a seaside resort volunteers would have to receive special training.
It is the local Lyme businesses who are going to benefit generally from the Tourist Information service, so think possible consider somewhere else in Lyme being used as tourist information- eg popular café, life guard station etc? Needs buy in from both parties. Have you considered Lyme ambassadors walking around like happened at the Olympics.
It should be as close as possible to the provision which is in place at the moment. It would be good if the site were on the prom/sea front.
It will help so much to keep the service so that guests to Lyme Regis have a person to speak to and gain all the information they need, including booking tickets for the Marine Theatre.

<p>It works in Bridport that town council runs TIC. Lyme Regis is a major tourist destination and it's a joke that you have accepted all banks pulling out so access to cash and services is limited. And once again work for locals as TIC is an employer. I'm sure a satellite TIC could be viable within an existing business in return for rent. And oh yeah the building that is perfect as a hotel with a TIC in a corner of one of the many rooms currently neglected. Council owned 3 cups</p>
<p>It would be along the model of Seaton Jurassic where the centre could be multi functional - providing an additional service. I don't know if Lyme Museum or Town Mill has been ruled out but there are other spacious premises that might be willing such as Old Forge Fossil Shop?</p>
<p>It would be much better to have volunteers who have a personal connection & love of Lyme Regis and surrounding areas. As a visitor it would bring the personal touch to our visits as tourists.</p>
<p>It would be very helpful if the TIC could be incorporated into another business/office so that it is not lost to the town. In Axminster it is part of the Heritage centre and this has enabled it to continue.</p>
<p>It would depend on the dedication of local volunteers</p>
<p>It would encourage the TIC to be a community based service. Engagement with the local community is essential because it forms a link between locals and visitors.</p>
<p>It wouldn't unless you provided a suitable premises, which the Lyme TIC already has. Why move, unless it was to occupy the town council building on the seafront</p>
<p>Joint provision could be provided: 1. with the library AND/OR 2. with the town council AND/OR 3. with Lyme Forward or the Lyme Regis Development Trust In recent years, we have lost our business and training centre so there's nowhere to go for careers advice, skills training, one-to-one education support or to use the computers and print/photocopying facilities. We have also lost the Job Club so there's no support during unemployment and potentially any resulting depression. We have more recently lost the pre-school provision at St Michael's Primary School. That is much more specialised but surely there is scope for a community centre offering many of these services? The town council has offered the use of the Jubilee Pavilion for the TIC for the 2020 season. In the meantime, other avenues should be considered with a view to not just maintaining the excellent services of the TIC but enhancing them with other community provision, potentially to include the library and a cafe.</p>
<p>Keeping a personal, face to face service can only be beneficial for local businesses Providing friendly, accurate information can only be a good thing for our. Visitors and businesses.</p>
<p>Local businesses ought to support and Lyme Reis Town Council should contribute as a valued local amenity for both residents and visitors. The underused building on the promenade would be an ideal location.</p>
<p>Local informatio and point of contct still needed great site on the seafront</p>
<p>Local tourist related- businesses who may feel they continue to benefit from a TIC should come froward and resource it, - althugh I strongly suspect most are online and feel the TIC's of the 1960s,.70s and 80s have long gone and been replaced with businesses doing their own promotions and booking themselves. Alternatively if there's a business need for the TIC then it could be set up as 'a business' and charge other businesses a viable rate for the service they provide them. .</p>
<p>Lyme Regis seems to be a very community minded town where there seems to be lots of voluntary organisations. In am sure that staffing the TIC would have no trouble finding volunteers if needed.</p>
<p>Make use of the perfectly suited building at the pavilion, on the sea front. It's crying out to be put to good use. A TIC and cafe, what better use?</p>
<p>Many years ago this was how the tourist office worked. The hotels and restaurants group did most of the work but these days we could hope for more support from the many people who run the other groups in the town. We cannot go without a tourist office, some solution must be found.</p>
<p>Maybe join forces with another agency to share costs eg. National Trust shop. Must still be easily accessible.</p>
<p>Meeting the needs of residents, visitors and all organisations of the town</p>

Model 1 - shared, funded service - employee at desk in public service space with information but also acts as reception for other public service elements in building? Model 2 - space provided in public service or other building front desk / info centre served by volunteers.
Model it on the excellent Charmouth Heritage Coast Centre
Move the entire organisation to another venue in the town, viz the jubilee Pavilion, which I believe is not used to its fullest extent. The only other solution would be to persuade the Town Council to run the organisation.
No idea! It should be a public service easily available to all frequent and infrequent visitors. The Town Council should foot the costs.
Not sure! All I know is that it needs to remain running in a similar way and in a central location.
ON THE SEAFRONT THERE IS AN 'INFORMATION' TYPE CENTRE MANNED BY VOLUNTEERS - WHY NOT THERE! ITS A GOOD FOCAL POINT AND HAS PLENTY OF ROOM.
Other avenues should be considered of obtaining more funds to continue to support paid professional staff. The Town Council needs to either keep the existing premises or amalgamate it with another service or integrate it with another shop / organisation in the town.
P
People (Visitors especially) appreciate personal contact for advice and to offer friendly discourse.
People need FACE TO FACE information and advice.
People need to know what's on and where to go this service is essential
People who know and love Dorset could volunteer their services they'll be the ones who know it truly
Perhaps it could be a partnership between Dorset Council, the private sector, and volunteers from all walks of life. And perhaps there is space for a TIC to continue at another Dorset Council premises.
personal contact offers better individual solutions and more safety. This way the beaches will be open for everyone and not closed because someone lost his or her life
Physical presence of tourist office is very important.
Provided proper training is given, then it should be able to meet the needs of the visitors.
Put the TIC in the National Trust shop.
Really important to keep local friendly service tourists are vital for the support of industry personal friendly faces is what we need
Seek volunteers to man a TIC in a shop in the town centre. Get the staff at the present centre to train the volunteers and re-employ the staff where their services are of value to the Council. Surely Lyme is suffering like most Dorset towns in that shops are closing down and the properties become available at reasonable rents.
Some TICs are in part of another building, such as a cafe or library. This should reduce costs and the service appears to work just as well if the opening hours are reasonable.
Suggestion: 1) Kiosk nearer the sandy beach / harbour area. 2) An add on to the RNLI station 3) A kiosk in a carpark 4) In the café at the gardens
Surely the obvious solution is to put the TIC in the museum. A combined museum and TIC could act as a focal point for visitors and promote the town.
The option of some integration with the council offices appear to be a possibility. The option I would prefer would be to keep the existing module.
The TIC in Axminster had similar issues and moved to a part funded/voluntary model and this works successfully. It's important though that there is a prominent place where the TIC can be located.
The value added given by a local person giving help and advice to locals and visitors is really important. Preferably employed even if for reduced hours to those worked now

<p>There is an information centre under the clock on Marine Parade. Why not merge the town and employ someone there in cooperation with the town council? The location is ideal - much better than the TIC and just needs minimal support to get it going. Both councils benefit from the rates of Lyme Regis so please re-invest some this way.</p>
<p>There needs to be a face to face presence. Although I do not use Lyme TIC because I am fairly local, I do however use lots of other TICs in other towns. The first thing I do when I am on holiday is to seek out the local TIC. Even though I am perfectly capable of using online tools I feel this is no substitute for face to face help and advice.</p>
<p>There should be sufficient volunteers to man an office / stall on the shelters.</p>
<p>There will be a rich voluntary sector/ not for profit round here, and with a good community spirit you should be able to work something out.</p>
<p>There would be plenty of volunteers.</p>
<p>This is the ideal option for the sailing club.</p>
<p>This needs to be a professional service run by people who are dedicated to their job, not volunteers who could easily decide that they no longer have the time or inclination to provide the service. Volunteers in Lyme Regis are amazing people, but we need local jobs to support local people who are supporting the local economy.</p>
<p>This would result in members of staff losing their jobs and less experienced volunteers taking over. Recruitment in the voluntary sector is difficult enough without the volunteer needing to be knowledgeable of all local services etc.</p>
<p>Tic staff aren't paid a huge deal as it is especially considering their seasonal hours. It's hardly a cost for the return/benefits. Senior managers and councillor wages should be cut to keep/provide public services</p>
<p>Town council to amalgamate the TIC with the information centre on Marine parade</p>
<p>Use an established business maybe.</p>
<p>Use another funded building, such as marine centre or theatre.</p>
<p>Use it as a charity perhaps. Much like a charity shop; it could provide another service alongside it, it could be a gift shop that finds itself alongside donations and volunteers. There are many options.</p>
<p>Visitors, especially elderly ones need a face to face service</p>
<p>Voluntary Sector is not the route. Lyme Regis has experienced a lack of Volunteers due to the drop in Retired persons and persons with sufficient free time in the last 10 years and struggle to obtain adequate volunteers for the many organisations and events in the Town.</p>
<p>Volunteer &/or Lyme Regis Council run face-to-face TIC in readily accessible building at/near sea front - e.g. Guildhall or Museum</p>
<p>Volunteers are very useful in various jobs but this is not one of them. Volunteers may have good intentions but are not always reliable and would not have the expertise for this type of role. This role requires some degree of training and being able to converse with the public. It also needs the staff to be up to date with the current affairs of the town etc. The staff are also representing the town of Lyme Regis and are therefore accountable in this role.</p>
<p>Volunteers I'm sure would be no easy way to run it but if it's the only way then I very much hope it will work. We pay extremely high business rates in this town and am shocked that the only tourist help centre is being closed!</p>
<p>Volunteers managed by A paid senior worker paid by Dorset Council operating from premises subsidised by the town council.</p>
<p>We can't rely on volunteers, we need professionals manning a TIC.</p>
<p>We need a personal information centre where you can book events and get up to date information</p>
<p>We volunteers already do a great deal in Lyme and would not necessarily have the expertise to provide such a service.</p>

<p>Well since town council have decided that supporting the local tourist office is not of enough value to the local residents or people (which I disagree with) to support it financially, at least make it possible for the services still to run, maybe with donations and volunteers. Seems a big shame you don't have an option 4 , spend a little less on something else and keep tourist office open !</p>
<p>What's wrong with the current service funding etc been provided from another location in Lyme. I am fed up with all these cuts to public services</p>
<p>Whilst volunteers are a valuable resource, the TIC needs experienced full time staff to operate their excellent services.</p>
<p>With the best will in the world, a team of volunteers will never have the knowledge or commitment to provide anything like the level of service that is currently provided. The Town Council tried and failed to make a voluntary service work</p>
<p>Would not be easy to find someone to organise a volunteer rota, not to find a permanent premises, in a convenient central part of town. How about using the vacant room in the shelters?</p>
<p>You need central premises with local people - but volunteers are not easy to find.</p>
<p>A better option, but depends how available the volunteers are?</p>
<p>A solely volunteer run model will not have the structure and resilience to deliver the level of service required.</p>
<p>A voluntary contribution to a commercially run Tourist information could be a possibility but not wholly staffed by volunteers. The TIC should be seen as vital service to the local economy, and not as a burden on West Dorset and the Town Council.</p>
<p>A voluntary sector won't be able to provide the constancy of hours provided now?</p>
<p>Again it won't affect me personally but it will affect the town I live in. There are not enough volunteers to go round and Tourist information is complex and needs trained professionals.</p>
<p>Again it's not how it would affect my 'business' it is how it would affect Lyme Regis itself. I don't think this option could work at all. I think too many organisations are being expected to rely on the Voluntary sector to provide services. Lyme has a number of amazing people who work tirelessly to do their best to help with so many of the town's events and services, to add yet another burden to the never ending list to keep the town's visitors flowing and happy would be unfair and unworkable. I think you need trained professional staff who are based somewhere in the town, if not in the current building which has served very well for so long, then perhaps in the seafront shelters. A TIC needs to be somewhere central for sure and the staff should not be volunteers. Lyme has to rely on too many already.</p>
<p>Again your opting for a cheap alternative and the voluntary sector is already hard to come by in Lyme Regis</p>

Again, it would affect me and my colleagues because local jobs will be sacrificed in favour of volunteers who have already retired and therefore no longer need to earn a living. Also, the Town Council tried to run a voluntary information service but it was very difficult to staff as the volunteers are already spread thinly throughout the town and did not always turn up. This led to days when there was no one there to help and an unreliable and inconsistent service does not reflect well on the town. Also as volunteers are used for major events in town, it is likely that when they would be most needed they would already be assigned elsewhere. Although some volunteers are really good, others have been known to give incorrect information which is very dangerous when tidal safety is key. Also there is not usually the same level of professionalism and objectivity which trained staff provide. There is no incentive for volunteers to turn up. Additionally, the TIC provides box office facilities for the Marine Theatre, Jazz Jurassic Festival, Folk Festival, Pantomime and Musical Society as well as a large number of small, charitable events which do not have their own outlet for sales. It is possible that these businesses will fail without a box office facility. Volunteers could not be expected to handle large amounts of cash/card sales and could not be held accountable for any errors/inconsistencies. I think the only way volunteers would work is if there is a core of paid staff to oversee proceedings, with support from volunteers at the busiest times. That way the professionalism could be maintained. However, it might feel unfair on paid staff if they are obliged to work on their own because volunteers have not shown up. It might also put them at risk if there is money on the premises in the case of lone working. In our experience, you need at least 2 people in order to cope with demand for services in all but the most quiet periods. Also there would need to be enough cover

Again, still needs a salaried team to coordinate and train volunteers. Knowledge of current team has been learned over a long time - it is acquired through experience

Although volunteers could provide the service, it is unfair to make paid staff redundant and ask volunteers to do the same job. Also where would the volunteers be housed, couldn't the existing TIC staff be housed in the same building instead?

An amateur response can never be as effective or efficient as a well trained committed team

As a past manager of Lyme Regis Museum and The Town Mill and Trustee of the Marine Theatre I have direct experience of trying to recruit, train and nurture teams of volunteers. Introducing yet another organisation reliant on volunteers would spread the already thinly spread volunteer base in this small town beyond its capability. The three organisations I had involvement with benefited from attracting volunteers with an interest in the museum, the working water mill and the theatre. Working in a busy tourist information office would not have a similar draw to attract unpaid workers.

As a volunteer for more than one organisation I feel the responsibility would be too great for volunteers to take on. They should not be expected to deal with money in the way the Staff of TIC have to.

As before. Surely in the current climate a location can be found that would help support visitors to Lyme?

AS BEFORE...TOURIST TOWN = TOURIST INFO....

As chair of a local voluntary group, I can assert quite strongly that there is not a sufficient pool of people able to volunteer for today's requirements - let alone a 09.00 to 17.00 service

as option 1

At the beginning you said no alternative premises could be found- i beg to differ-along the front there is a place- communicate with the TIC staff - the Town and Dorset council need to work together to sort it and no doubt if souvenir t towels /reusable mugs/ shopping bags with a Lyme regis fossil logo and other items ie.maps and walking books and local crafts are promoted they surely would contribute a few ££ to the piggy bank yes we all use our phones for just about everything and many things are looked up before arriving on holiday but we do need people- people who can provide us with information directly - whether it is concerning car parks/bus time tables / booking b&b or theatre or being informed- " yes there is a .. it is located.."not having to plough through FAQ and pages of stuff we dont require trying to find the relevant info- the clue is in the name- information centre- and if repositioned along the front where many visitors pass then they will access it Lyme gets exceedingly busy in the summer - it is after all a seaside place with the added bonus of finding fossils- the new film coming out shortly with Mary Anning although it doesn't apparently focus on her work but nevertheless that will bring in more people to see filming locations - think of the effect the Meryl Streep film had quite some years ago - still people get photographed on the Cobb I understand councils are forever having to make cuts but better perhaps to find ways where- in this instance the information centre -can contribute to generating some funds- this does not mean charging people to go in obviously- but as afore mentioned selling useful souvenirs- you are on holiday(the season of which is not just confined to the summer months) do you really want to go online to get that box of fudge/ reusable water bottle/ t shirt or as you are in town is it not easier to call in and speak to real people to find out- whatever it is So no I am not in favour of closing the TIC- rehome it!

At the moment the TIC is run on a very professional level. It provides local jobs and I see it as having a very important role to play in the promoting of the town.

Attempts to provide supplementary tourist information (on a voluntary basis) at the Jubilee Pavilion on Marine Parade were not successful and were abandoned. The TIC operated by West Dorset Council (and now Dorset Council) offers support from knowledgeable staff to visitors and residents and helps sustain the main sources of employment in the town which relies heavily on tourism.

Because this has been tried in the in the Jubilee Pavilion. This office is rarely staffed, and volunteers, by their very nature, cannot give out the multitude of information and advice on a daily basis all the year round. And Lyme Regis is an all the year round resort, very rarely quiet.

because this service should be provided by the council, too many things are relying on volunteers, which will only ever be sporadic at best, also with poeple having to work until they are 75 there literally will be no volunteers as most come from being retirees

Better to have someone who's job it is.

Can't always get volunteers, so some days it might not be open

DCC should work with LRTC to develop an alternative plan to all of your suggestions, one that involves continuing to staff the TIC so that they can continue to provide an excellent service to the people who are the foundation of the economy of Lyme Regis.

Ditto option1

During my career I worked with many volunteers. Although they were a great help, they were also often, by definition, unreliable only letting me know at the last minute that they were unable to come for a wide variety of reasons. Many people volunteer so that they don't have the same commitment as they would have to give if they were being paid. This is entirely understandable. As a volunteer myself in my retirement I know that the same thing happens. Someone has to be paid to make the system work and take responsibility. The people who currently work in the TIC are extremely knowledgeable about all things Lyme and it would be a waste to let them go. Volunteers could not possibly have the same level of expertise. In addition, many B&Bs rely on them for recommendations and bookings.

Employees at the TIC are experts at their job. They have knowledge built up through experience which a volunteer would not have.

<p>Face to face service is essential in this area of the country, with an older than average age group of people who do not have access to the internet. We run a family activity business where people are encouraged to use the TICs and our goods are available for sale in the TICs, so again people go in to buy and also need access to the kind of service that can only be found at the TIC.</p>
<p>Face to face service is essential in this area of the country, with an older than average age group of people who do not have access to the internet. We run a holiday business where people need access to the kind of service that can only be found at the TIC.</p>
<p>Finding unpaid long term volunteers is becoming increasingly difficult across virtually all sectors</p>
<p>Fund it out of the town council's excessive income</p>
<p>Great to have voluntary services involved in potential delivery of the one to one personal service, but feel that responsibility should be taken on board by those who have proven track records in setting up and managing a god integrated business which is to the benefit for all, but ultimately Lyme Regis.</p>
<p>Having volunteers has benefits but for gawd sake stop destroying your town by having an out of the way centre or not at all.</p>
<p>High levels of council tax and business rates do not sit well with cutting public services. TIC is a visible benefit for the town and businesses of paying taxes. There is a limit to what volunteers can do, expecially when they are expected to pick up the fall out from other service cuts in health, education, libraries, social care, banks, advice work at the same time. Effective volunteering requires good management and training, which is usually provided by paid staff. Managers would need to cope with volunteer turnover, desire for flexible rostering, and at worst unreliability. Volunteers can assist but in my view should not replace trained, paid staff. Volunteer recruitment is a continuing pressure avoided when paid staff are in place.</p>
<p>Highly trained staff are accessible to all, experienced and knowledgeable built over time. Promoting business with advertising in a fair and measured way to all independent enquiries.</p>
<p>How important does the council believe tourism is to the economy of Lyme Regis? If it believes that it is important - which clearly it is - then how could it countenance letting the provision of these services being supplied by the voluntary sector? That is not an appropriate alternative in my opinion.</p>
<p>HOWEVER WELL MEANING VOLUNTEERS ARE THEY ARE NOT AS PROFESSIONAL AS THE EXSISTING MEMBERS OF STAFF AND WOULD NOT HAVE ALL THE INFORMATION NEEDED TO IMPART. ALSO VOLUNTEERS ARE NOT AS COMMITTED AND THERE WOULD BE A VERY PATCHY AND FRUSTRATING SERVICE. AGAIN IT IS A WAY OF SAVING MONEY BY RELYING UPON THE GOODWILL OF VOLUNTEERS... NOT GOOD ENOUGH FOR A TOWN OF THE SIZE AND IMPORTANCE OF LYME REGIS AND I'M APPALLED AT HOW THE TOWN COUNCIL CAN EVEN CONSIDER THIS. THIS IS NOT GOOD PRACTICE FOR THE FUTURE OF THE TOWN.</p>
<p>I am not in favour of the voluntary sector picking up the slack yet again!</p>
<p>I believe an employed staff, were staff are selected on their ability to fulfil the purpose of the TIC will always be far more effective than a voluntary sector arrangement which may not be able to fulfil the role.</p>
<p>I believe that The Town Council should either maintain a TIC presence in the same venue. After all they do provide services that assist the Town Council. Or move this valuable asset to somewhere like the Marine Parade Building along the Seafront; which is easily accessible to the public.</p>
<p>I do not think this would work. The challenge is getting enough volunteers with the knowledge and expertise to provide the service during regular opening hours. Organisations such as Charity Shops, the Town Mill and Museum have a constant battle with this problem. The TIC IS the face of Lyme Regis for visitors and needs to be professionally provided and funded.</p>
<p>I do not trust that volunteers would be nearly as well trained as the staff at the TIC nor would they be able to provide reliability and continuity in the way that the staff do.</p>
<p>I don't think it can work...</p>
<p>I don't think it would work. However good volunteers are they can fall ill or forget to turn up and this affects service delivery.</p>

I don't think this could work. The people in the TIC work very hard and deserve to be paid. Why have the council not thought about placing the TIC in another building? There is a building along the front which is next to the shelters which would be perfect and sits empty for all of the year. Why not make use of it?
I don't think this will work, yet again you are relying on volunteers as a means of saving money why we pay council tax I fail to understand at times
I don't think this would work well. The staff at TIC know their customers needs and the continuity of staff is very important
I don't think this would work....hence the breakdown on the voluntary sector at The Shelters.
I dont
I don't - it used to be an added service and that was dropped as there weren't enough volunteers
I don't believe that previously paid jobs should become those of volunteers. This, I believe, is not something the Council should support
I don't see why the voluntary sector should be employed to provide what is effectively a council service.
I don't think anything but what we have now is acceptable. Lyme Regis is a famous place, it lives on visitors. It needs a TIC
I don't think it could work.
I don't think it could work. An important facility such as this information centre should be run properly and not run by unreliable voluntary sector.
I don't think it could work. We need a professional service provided by professional staff as we have at present
I don't think it is a good idea. Huge demands are already being made on volunteers in Lyme Regis resulting in inadequate staffing. There are few job opportunities for younger people as it is and the cost of running a staffed centre strikes me as being a good use of money raised through visitors parking fees etc. Visitors and locals alike appreciate the welcoming and attentive staff who promote the town in a positive way - a town where tourism is on the increase making their role ever more important.
I don't think it will
I don't think it works as well as the tourist office we have at present. Volunteers would not have the knowledge and expertise of the existing excellent staff.
I don't think it would - whilst volunteers do a wonderful job - they do not have the wide ranging skill and expertise of the very skilled and knowledgeable staff currently employed at the TIC
I don't think it would be a great solution. We need the trained, experience of the team already in place.
I DON'T THINK IT WOULD WORK AS WELL WITH VOLUNTEERS + COULD BE A CONFLICT OF INTEREST
I don't think it would work for those who use the face to face service.
I don't think it would work, particularly as there is no funding. The current building and location are perfect. The staff are brilliant and are a huge asset to Lyme Regis.
I don't think it would.
I don't think that it would provide the same service or reduce costs significantly - premises would still be needed plus employed persons to arrange rotas and oversee running and ordering of required stock.
I don't think that there would be quite the depth of knowledge or the availability as at present
I don't think the TIC should be run by volunteers who already run The Town Mill, Lyme Regis Museum, Marine Theatre, RNLI shop, charity shops and many others. You can't expect Council budget cuts to be picked up by the voluntary sector. The LR Town Council should pick this up.

<p>I don't think this could work at all. I volunteer myself in Lyme Regis and as well as there being too many places that depend on volunteers with not enough people being available, I also realise that the temporary nature of volunteering - i.e. people coming and going and different people being there each time, would result in a far inferior service, however capable the individual volunteers might be. Consistency is vital in providing this kind of service.</p>
<p>I don't think this would work. The value of the TIC service is the knowledge and expertise built up over time by permanent employees.</p>
<p>I don't want an alternative. I would prefer to remain having face to face contact, help, advice and reassurance.</p>
<p>I don't!</p>
<p>I don't, the voluntary sector is already under stress</p>
<p>I don't. The staff of TIC office provide a very professional 'front office' to the town, dealing with a myriad of enquiries from the public at large and providing goods and services on behalf of local businesses, attractions and activities, if this became a voluntary service, the standard would not be maintained or managed as well as it has been. The job is deservedly paid.</p>
<p>I doubt if this option would be effective or maintainable.</p>
<p>I have been running a B&B for some 16 years and during this time have been involved with a number of tourism initiatives and accommodation provider organisations. I would consider that the general "on the ground" feedback would indicate that voluntary run systems rarely work well. Better to have staff with in - depth knowledge of the area and the accommodation options available with which to serve both the customer and the local businesses far more effectively..</p>
<p>I have visited tourist information offices run by volunteers with mixed results. Some volunteers are very good and knowledgeable, others less so. It would probably be very hard to cover the hours required and unreliable opening is very unsatisfactory. Considerable training would be needed to provide the kind of service now provided by dedicated staff.</p>
<p>I just think that its a tremendous waste of human resource, time, money and effort. In 2020 99% of visitors will already have looked at Lyme Regis on a computer, tablet or smartphone. They can get all the information they require about Lyme Regis from websites. They book online already. Can't see any benefit from wasting taxpayers money on the council providing tourism services.</p>
<p>I plan to come back to Lyme Regis as a visitor and expect a seaside resort that relies on tourism to have a TIC with professional staff.</p>
<p>I think all that the TIC provides at the moment is of benefit to the whole community, also the business community. I think people should be paid for this work. There is already so much voluntary work going on and all this work needs the TIC too.</p>
<p>I think it would be hard to get regular volunteers for this role, the current team are great</p>
<p>I think that the Dorset Council Spending is absolutely insane! We should be able to run a tourists information centre and The council should provide paid jobs not ran by volunteers. The more jobs in our local community the better, the more Dorset Council Tax money stays locally the better. Maybe the councillors could work voluntarily?</p>
<p>I think the model the TIC gives at the moment is extremely good. I do not think that another model using volunteers would give the same service.</p>
<p>I think the overpaid bigwigs at Dorset Council should giive up some of thier fat salaries to keep the TIC going.</p>
<p>I think the present model works very well and cannot think that it could be improved on by an outside delivery model.</p>
<p>I think this is all about money, stop wasting it on other less important things. So much is expected of the town's volunteers, the TIC is somewhere which is always available, to the volunteers themselves, which never has to close because there are no available volunteers. You must give something back to the people of Lyme, not keep taking</p>

I think this would not work at all
I think TIC is a service that should be provided by the Council. Lyme Regis is a major tourist attraction set in a UNESCO World Heritage Site and not to provide a TIC is scandalous.
I volunteered at the shelters a few years ago which due to their prominent position on the marine parade resulted in many visitors to the town coming in to ask a wide range of questions, look for information and seek advice on restaurants, places to visit etc. I also spend a couple of afternoons at the TIC to better understand their role in the town, as we were advised to direct most enquiries to the TIC directly as we were told we were not trained to offer a response to many of the enquiries made, essentially other than discussing weather and our favourite restaurants we would direct either to the toilets or the TIC. My experience in the TIC itself was a real 'eye-opener'. I was so impressed with the professional manner in which the team assisted with many different enquiries and also saw the value to small businesses within the town. We are fortunate that we do not rely on the TIC for bookings, but I am sure many local people, B&B's etc find them a great source for late bookings for example, with many people during my sessions arriving and using the TIC to book a night's stay or 2 to stay in the town. They were also so valuable to answer questions on important factors side as tide times and also upsell ticklets for local events. I feel it would be a real shame for the town to lose such an exceptional, personal service which benefits many.
I was a volunteer for 3 years at the information point at the SHelters. An enjoyable job but increasingly difficult to fill the rota on a voluntary basis. We could only offer basic info, usually bus timetables and where is the nearest loo! We referred people to the TIC frequently for professional and knowledgeable information to do with our town.. especially information about walks along the sea and safety measures needed. The staff at the TIC are fully trained and professional ... dedicated to giving full information which they keep up to date.
I would prefer a face to face service
I'm not sure that this service could be totally covered using volunteers with the long tourist season hosting many popular events
I'm sure this has been tried before on the seafront. Lack of volunteers I believe.
If it would retain face to face assistance this would be a solution if the volunteers were available and if they could get the necessary training.
If not served by paid staff would not be consistent
If these are the only options, then option 3 is the least awful.
If this Option 3 suggests relying on volunteers in providing the service instead, I do not think this would work as the volunteer resources are stretched to their limit already in providing additional help to other organisations in the town. I feel it is imperative that the service is provided by paid, trained members of staff.
If yuh value a service - pay for it. Volunteers are harder to manage than employees!
I'm not sure it would work. There are 60 plus organisation in Lyme who depend on volunteer, who are in very short supply. I think it would put pressure on the other organisations.
I'm sure there must be an alternative viable delivery model, but I would not consider this to be via the voluntary sector. To provide the level of information currently provided by the TIC, resources would be needed in a timely way to ensure the information provided to tourists and other visitors is as full as possible and up-to-date. I can't see how this could be guaranteed, and the service offered fit for purpose, if relying on volunteers who are likely to dip in and out. Dedicated resources are needed to ensure the detailed and up-to-date provision of information.
Is there enough capacity of reliable volunteers to make this work? The scope of this option is not clear to us anyway
It could work as long as it was located in Lyme and included the retention of existing staff, whose knowledge is essential.

It could work. But it would need to have a decent qualified manager that understands what is required of a TIC. As a volunteer in the museum, I can tell you that the voluntary sector in Lyme is at full stretch and the last volunteer drive we had produced 1 person. I do t think you could staff the TIC office like this.
It couldn't and shoudnt
It couldn't work.
It is absurd to propose anything other than something along the lines of our current provision. Lyme Regis attracts thousands of visitors throughout the year and should be represented by a TIC whihc is served by real people in bricks and mortar.
It is at least a people orientated option but they're not dedicated to the organisation and don't have the same level of knowledge or buy in.
It is fraught with difficulties. Do it properly and professionally, as it is done at the moment.
It is hard to see how an essential service could be provided reliably by volunteers. Voluntary organisations are mostly stretched to provide their core services. The workload of providing TIC services would be highest in the holiday period, which is when volunteer availability is lowest (volunteers take holidays too). I value the dedicated professional service provided by paid council employees.
It is necessary to have trained personnel giving this service.
It is very difficult to maintain a voluntary provision in a facility that is open such long hours to provide the service to our tourists. People in this town need work to be able to afford to live here to support the tourism industry.
It might work, but Lyme is overstretched with appeals for volunteers. Reliability may be an issue. Lyme and West Dorset are tourist reliant. Our visitors deserve a professional service.
It might work, but, the staff at the moment are professional + knowledgeable. Voluntary people are not the same. If something is working well - don't change it! We need faces, not machines.
It never works as well. Direct experience in another area. Also library service demonstrates this.
It shouldn't be necessary and would not work as well as a professional service run Along current lines
It won't at all.
It won't work.
IT WONT!!!!!!!!!!!!
It wont. If we use people with extensive knowledge they should be paid for their service
it won't. Lyme is already heavily dependent on volunteers. The council should be obliged to provide this service.
It would downgrade the service.
It would not be applicable to tourists.
It would not work as the council are expecting people to provide the same level of service as they do now but for free. Shame on you.
It would not work at all. The TIC needs a permanent home staffed by full time/part time employees who are fully trained and have extensive knowledge of what's on in and around the area. Such as local theatre, live bands in local pubs and other local events

<p>IT WOULD NOT WORK!!... NOT ENOUGH VOLUNTEERS to run a reliable, fully staffed service. PAID STAFF gives a professional, trained and reliable service, Lyme Regis relies heavily on volunteers, most of which work at the Museum, Town Mill, RNLI shop, Theatre. The Town Council tried to a volunteer run INFORMATION POINT at the Jubilee Pavillion about 3 years ago but it was unable to run efficiently through lack of regular volunteers. TOWN COUNCIL and DORSET COUNCIL duplicated an information service, would need to work together for win win situation. Save money but provide a service to an increasingly popular holiday resort. KATE WINSLET film out soon will be even busier/ World Heritage Jurassic Coast/ SchoolCurriculum for MARY ANNING MISINFORMATION given out due to lack of training/up to date information/ local knowledge (many volunteers older and moved in from out of area so lacking in local knowledge) Official Tourist Information wrongly blamed for incorrect information given by volunteers.</p>
<p>it would not. The TIC staff are fully trained and very good at what they do. However willing volunteers might be they are unlikely to have the knowledge and commitment of trained, paid staff.</p>
<p>It wouldn't they don't have the breadth of knowledge.</p>
<p>It wouldn't work As a member of the Lyme Coastal Community a Team committed to sporting and expanding the tourism industry in the area, a physical presence is essential. The Lyme CCT Economic Plan is supported by Dorset Council/ DCF teams and reflects the Dorset Coastal Communities Team's own Economic Plan Website and Apps have a role but there is no substitute for face to face contact to answer queries and promote what the town has to offer. To suggest that there are no suitable locations as stated on the introductory page is a nonsense. The jubilee pavilion right on the seafront was built as an information outlet, is vacant and owned by the town council. So there is an obvious option. Other shops in Broad St are also available but no so obvious a position. Joint partnership between DC and LarRC is the obvious solution. Do not pretend that this is all too difficult.</p>
<p>It wouldn't work. Stop relying on volunteers to provide free council services. There are more pressing Community / health services that need volunteers.</p>
<p>It wouldn't, if you go want to encourage tourism it needs to be supported by staff with the right knowledge.</p>
<p>It wouldn't.</p>
<p>It wouldn't. So much is already run on a volunteer basis....and they need premises. There is not an inexhaustible supply of volunteers..... Better to stop arguing and all disputes between town councils and county..... It's not broken, so don't fix it. Leave it, with its excellent team, where it is and how it is...PLEASE.</p>
<p>It wouldn't. See previous comments.</p>
<p>It wouldn't. TIC's need to have a face to face with customers - don't assume that we all like looking things up.</p>
<p>It's not right to always be looking for free labour</p>
<p>It's a big leap into the unknown, so a gamble.</p>
<p>It's been tried in other towns , doesn't work & eventually has to close</p>
<p>Just another example of customer cutting</p>
<p>Local info from paid employees who are able to access to the council information. NOT old people who are looking to do something to occupy there time, Old people bring old things to do. we need young families wanting to come back year after year because there is so much to do. With out upto date people(NOT MACHINES) they wont know that the have not done everything that's available</p>
<p>Local orgnaisations and businesses need to have the support of everyone. Visitors need to know what is happening and be given the information whihc is up to date. Leaflets just become outdates very quickly.</p>
<p>Lyme has too many volunteer roles and not enough people willing to fill them. The chance this would run successfully purely on volunteer labour is low.</p>
<p>Lyme is a tourist town. The service provided should be by experienced and professional staff. People need a face to face service but this is a service which should be provided as a service by the council.</p>

<p>Lyme Regis has a small permanent population from which volunteers already massively contribute, free of charge, towards supporting the goals in the Council Plan (eg through regatta or carnival weeks). It needs to be the responsibility, and is in the interests of the Council to provide a professional TI service. Tourist Information personnel require consistent and rigorous training in a very wide range of information. They require professional support and management. It has been demonstrated on the Marine Parade, that local volunteers will not have the level of training and expertise or consistent time availability required. There are insufficient volunteers in Lyme Regis to cover the existing demands, let alone take on yet another highly skilled service.</p>
<p>Lyme Regis has already to many business that rely on people vountary museum charity shops lifeboat shop. Lyme Regis is a town for Tourists and these tourists need somewhere reliable to go and get information about our lovely town.</p>
<p>Lyme Regis is an important tourist attraction. Not to cater for tourism on a full time professional basis is short sighted and arrogant.</p>
<p>Lyme Regis is based on tourism and needs a fully funded TIC. Other countries operate a tourist tax for all visitors staying locally and this could contribute to funding a fully operational TIC's.</p>
<p>Lyme Regis survives on tourism and therefor to support this funds should be made available rather than rely on volunteers</p>
<p>Lyme Regis Town Council and Dorset Council both have a vested interest in the economic well being of the town. The more the town prospers the more the two councils gain in their financial well being. The Tourist Information Centre should seen as one of the means by which both local authorities give something to support the town. Using the voluntary sector to promote the town is just a regressive step. If the voluntary sector is a good enough subsitute for the TIC then I would equally like to see the voluntary sector take over the functions of the Dorset Council. We should have a volunteer Chief Executive of Dorset Council, volunteer social workers, volunteer teachers and volunteer refuse collectors.</p>
<p>My disagreement with the voluntary sector model is not about quality of service. Lyme Regis is a tourist centre, it relies on tourism for jobs, business and the well-being of the local community. It should be improving the tourist offering by investing in the sector not by relying on the services of volunteers. It creates totally the wrong impression and business ethic not to provide a professionally serviced tourist information centre.</p>
<p>N/A</p>
<p>Needs to be a top level service age you will not get consistent service with a load of volunteers</p>
<p>Needs to be properly staffed</p>
<p>no idea</p>
<p>No voluntary provision doesn't work. I believe this was the case in the Pavillion on Marine Parade.</p>
<p>No.</p>
<p>NON- SENSE</p>
<p>Not all Volunteers are suitable for this task.</p>
<p>Not all volunteers will know the ins and outs of lyme regis</p>
<p>Not enough volunteers available. We have to earn money.</p>
<p>Not sure it could as we did have a volunteer group working in the Jubilee Pavillion for a few years. Whilst it was entirely self managed by volunteers, the local council gave it no value or much help. The end result was the volunteers feeling that the councils view was they were a waste of time, and showed no gratitude for the time and effort that was put in by a lot of people for the good of the town.</p>
<p>Not sure that it would work.....I'm sure there are some willing & knowledgeable volunteers but this relies on someone being able to rota them and how could they offer the same level of service?</p>
<p>Not very well</p>
<p>Not well. You only have to look at the Town Mill to see the problems they have getting volunteers, and this is an iconic buiding people care about.</p>

Nothing like this ever works. You are dependant on someone being available to organise volunteers and that should be a paid position. You also have the hassle of training etc and usually quite high turnover of volunteers
Only if you have trained enthusiastic volunteers
Opening hours would be spasmodic. The Town already relies too heavily on volunteer services many of which are over stretched. Volunteers are often transient by nature and therefore training , which would be essential in this area of service delivery, will be a wasted expenditure.
or not work? You need someone who has a great deal of local knowledge, or knows where to look for it and find the answers.
Our main objection to a volunteer based TIC is the lack of professionalism and possible unreliability of such a service. Considering the value of tourism to the area, eg £226 million in 2017, it seems a retrograde step to close such a valuable asset/marketing tool.
people I work with & customers are after a personal service & appreciate human contact.
People need more face to face interactions on this day of ever increasing technology and people need to be paid and valued for giving this service. Could be backed up by volunteers not not expected to run the service
People should be paid for vital roles in our society and this is one.
Please pay people to do this - they are experts and volunteers although worthy are not going to provide h the same service
Poorly! With the greatest respect to people who you may or may not be able to find to volunteer, they are unlikely to have the skills, knowledge and experience of your current T.I.C. staff. There's also a good chance that there won't be enough volunteers to cover all opening hours.
Possibly the service might be provided by NT or RNLI in conjunction with their own services but unlikely to be as good as TIC
Properly trained and qualified professional people are best suited for providing quality information. The way to save money is by creating quality information hubs that bring council information services together: hence, libraries, tics and information on council services and perhaps working with likeminded organisations within these hubs to cut down on duplication of effort and to bring other income streams into these hubs.
Provision through the voluntary sector would not provide the same level of expertise.
Rubbish. We want a professional service. Not some cut price alternative.
same as before
Same as last comment, stop relying on the kindness of people giving up their time. Its your responsibility to provide
See answer for Option 1. Plus, voluntary operation is inevitably patchy.
See earlier comment.
See previous answer
see previous answers *Also existing staff have very good knowledge of the area etc. Motivation to do job properly
See previous comments. Whilst the voluntary sector is helpful as a useful 'added extra' it is not sufficient for this kind of service. I worked within the third sector for years and volunteers bring their own problems. People are less reliable, able to take time off whenever and at short notice, they are often well meaning but not the same as having a professional service.
See supplementary evidence 003
See supplementary evidence Ref 002.
Should continue to offer a manned tourist advise centre, just like other tourist resorts in Dorset.
Shouldn't have to rely on the volunteers. No continuity.

<p>Stop for a moment and ask yourself if you would volunteer to carry out a feasibility study on the future of the Lyme Regis TIC or if you would like to be paid for it. Working at the TIC is an important job, it is the public face of Lyme Regis and Dorset. Where does this idea of swapping volunteers for paid workers stop?</p>
<p>The amount of knowledge and local events needs to be accurately delivered and professional. This requires the experienced staff that are there at the moment.</p>
<p>The amount of work the members of staff do cannot be taken on by volunteers. They do so much work and have to know a lot. The volunteers you'll get will be old and they won't know the right information and they won't relay it well. I know this after spending 3 years working in a volunteer based business in the area.</p>
<p>The cost of running the TIC is peanuts in big picture terms, it needs to be preserved. It also provides employment to various people, which again is an important contribution to the town.</p>
<p>The knowledge and professionalism of the staff could not be provided by volunteers.</p>
<p>The problem with all volunteer services is that there is very little continuity. Quite often no one turns up, (illness, new other commitments) but they don't always go to the trouble of finding their own replacement so although it is supposed to be open it is not. A good committed co-ordinator would have to be found, they are very hard to come by. The resident population is not very large. I believe the best place for the TIC is in the centre shelters on Marine Parade and that it should be funded. The only real industry in Lyme Regis is Tourism For the tourist (many are from abroad) information is extremely important particularly for accommodation.</p>
<p>The second question for each of Options 2 and 3 is impossible to answer for the simple reason that no indication is given as to what in practical terms is meant by 'a self-service capability' and 'another delivery model e.g. voluntary sector.' Those are just words, not clear proposals for something functional.</p>
<p>The service could be unreliable if it relies on volunteers</p>
<p>The staff at the TIC are trained and experienced. Volunteers would need to be trained and although they would try their best could we be sure they would be as qualified and professional as the staff we already have</p>
<p>The staff currently working at the TIC can adapt their communication to all kinds of people. If you had volunteers working there it would probably be older people that sometimes would not have the knowledge of all the different places in and around Lyme e.g. pubs restaurants activities</p>
<p>The team at Lyme Regis Tourist Office have been there a long time and have gained invaluable knowledge and experience. With the best will in the world, relying on the goodwill of volunteers cannot guarantee a consistent service.</p>
<p>The team who work for our TIC are amazing and local familiar faces who know the running of Lyme Regis like the back of their hands. They have provided a great service to not only tourists but have aided in raising thousands for charities and helped businesses and events in Lyme massively. I'm sorry to say that volunteers wouldn't have the dedication that our team at the TIC hold every day.</p>
<p>The thing with a voluntary model being introduced is the information that the person has ie. how up to date is it etc. so how much time they are prepared to put in to the job. And you still have to provide premises for this model. This is better than a machine stuck in a wall somewhere but you are very reliant on getting volunteers & their knowledge.</p>
<p>The TIC is an invaluable resource for visitors like me to Lyme. I have passed on the contact details of the TIC to many family and friends when requested. I have even passed these details on to people I don't really know but who have expressed a desire to visit Lyme when in conversation. I have found the staff most helpful when ever I have contacted them and have had similar feedback from both family and friends when they have contacted the TIC.</p>
<p>The voluntary model will not offer the same expertise</p>
<p>The voluntary sector in Lyme is pretty fully used and presumably the council would have to pay for an administrator/insurance/premises so not a valid cost cutter.</p>

<p>The voluntary sector is outstanding in Lyme Regis. We include activities for RNLI, Lyme Forward (food bank, community cafe, memory cafe, death cafe), Marine Theatre, charity fundraising, carnival committee, christmas lights etc etc. School governance, health champions. We are already stretched to the limit.</p>
<p>There are already far too many organisations in Lyme that rely on volunteers and they all struggle to find them.</p>
<p>There are already many services relying on volunteers. Usually because of the charitable status of the organisation and lack of funds. There are only so many people who can volunteer. These are actual paid jobs and is insulting for those currently being employed to be replaced by volunteers</p>
<p>There are other buildings that could be used. Jubilee pavilion?</p>
<p>There has already been a situation where volunteers were providing an information point for tourists on the sea front. Although this worked initially, it eventually closed down because it was too onerous to manage. It was difficult to supply the infrastructure to support it.</p>
<p>There is no comparison between Lyme TIC and Axminster TIC which is voluntary - it is like comparing chalk with cheese. You get what you pay for. Lyme is special indeed world famous and needs to be promoted by people who care about it. A good TIC will create more tourism and more revenue.</p>
<p>They wouldn't have the knowledge that the tic have</p>
<p>Think this is a very important service for the great benefit of the town, and shouldn't rely on just volunteers.</p>
<p>This business model is used in some other TIC's and as far as we are concerned does work</p>
<p>This could work but would require some investment from Dorset Council to develop a feasibility study to look at different options - it would still give a face-to-face service which is what most people want</p>
<p>This is all about saving money and not about what is needed for tourism</p>
<p>This is morally wrong. Basically you appear to be saying this service isn't important enough to pay for and you're suggesting that residents and businesses in the town (who fund this service through exorbitant taxes) should prop it up by giving their time for free while you continue to waste resources and squabble amongst yourselves.</p>
<p>This option is far too ambiguous. The service offered by the TIC is a professional facility and service delivered by a dedicated informed and experienced team. Volunteers are not accountable and do not necessarily possess the relevant expertise.</p>
<p>This society is becoming too reliant on volunteers. Lyme has a lot of old people volunteering already but there is only so far we can spread ourselves. Volunteers also take jobs from people. There aren't a huge number of jobs available in Lyme and saving money in one area is likely to lead to pressure in another. £87000 seems remarkable cheap for the tourist office---a veritable bargain for the service provided.</p>
<p>This used to occur on the seafront but as with all volunteer ventures over time the enthusiasm wanes. This is too important a function to be left to volunteers.</p>
<p>This would not work as Lyme already depends heavily on volunteer support - the museum, the town mill, theatre etc etc and there simply isn't the surplus voluntary helpers to run such an enterprise. A basic info desk was attempted once on Marine Parade but it had to close as there weren't enough volunteers to keep it open.</p>
<p>TIC provide a vital service. Expertise and knowledge should be paid for and supported by council.</p>
<p>TIC staff are fully trained and qualified for this work and are very knowledgeable. Volunteers would not be able to carry out this work sufficiently well enough to provide satisfaction. Volunteers are also not very reliable when it comes to staffing requirements.</p>
<p>To come across as a major tourist centre in the UK we need professionals running it.</p>
<p>To provide a satisfactory TIC service requires a professional and fully supported operation. It does not need a bunch of retired people operating it because they would otherwise be bored. To think the current operation could be delivered in this way says a lot about the Council and the respect it has for its employees.</p>

Too vague and hypothetical to discuss.
Tourism is a cornerstone of Dorset's economy. It should be treated as seriously as any other industry. No-one would suggest using volunteers to run an engineering business. It requires professional people who will give accurate, reliable and rounded information.
Tourism is a valuable source of income and should not be taken lightly - a face to face friendly service by paid valued individuals is important.
Tourism should be a major priority for the future of the town, and as such deserves attention, support and funding.
Unreliable and often only as good as the volunteers. No disrespect but they often are older people who are unable to process the information required in a suitable manner.
Unworkable.
Visitors would have no sight of local attractions, local businesses, places to eat, places to stay, no central point where to find the information when they visit, unless they have a mobile phone which works in the area and then they will just be searching generic websites rather than being show specialised local attractions.
Voluntarily often starts off well then fades away as people have commitments to meet. When there are people employed to do a job who have good local knowledge, they are committed and customers get a good and valued service.
Voluntary input would be essential if the option were selected however the individuals would not have the general knowledge or possibly specific knowledge needed at all times. Everyday is different and those people with the best skills may only be there once a month in a rota, so it would be a very substandard service to the public. When you consider this town survives in tourism, it is alarming that this option can even be considered. The Jubilee Pavilion already has a touch screen which has never worked properly and is not supervised and updated. Only people who pay to have their details in there come up, so the whole picture of the town is not well represented.. The Jubilee Pavilion is the obvious place to have any sort of TIC but after it was modernised for tourist use, and run by volunteers, it has really never been properly utilised and seems to be a white elephant other than use in Carnival week as a store and by the Council Duty workers.
Voluntary option is not guaranteed for stability of service and would eventually erode the promotion of the theatre, leisure and hotel bookings etc. The level of professional customer service would also vanish with this model.
Voluntary people do not have all the training to provide the information needed.
Voluntary sector can't match the professionalism of the current set up
Voluntary sector is dwindling and not very reliable.
Voluntary sector is overwhelmed but current requirement unlikely to be able to come.
Volunteers are not the answer as you need continuity . Tourists bring millions of pounds in revenue to the town and council in terms of parking
Volunteer organisations are ineffective and immoral as they take away jobs from local people. I thought the whole point of Dorset having a unitary council was to protect jobs and services.
Volunteers are a bad choice, you will lose the dedication of paid staff members and the unreliability of volunteers means less opening times. It is sad that you would think of sacking wonderful staff and employing volunteers. Shame on you.
Volunteers are exactly that, purely voluntary, so there are likely to be times when no-one is there. How/where would I get information if this is the case? I don't consider this to be a viable option.
Volunteers are fine but nowhere as effective as full time paid staff.
Volunteers are great sometimes but you don't always get the long term commitment / skills needed. We regularly book theatre tickets. I suspect they'd become more expensive/attractive (especially self service).

Volunteers are incredible people but too much is now expected of them, their kindness is often exploited.
Volunteers are no answer. Not enough volunteers for a comprehensive cover.
Volunteers are not as reliable as paid staff. How far can you stretch a limited pool of volunteers?
Volunteers are not necessarily professional nor reliable even when trained. This is an area with low employment opportunities so jobs should be supported
Volunteers are not the answer to everything! Volunteers can be useful in a support role at times but not instead of paid staff.
Volunteers are not the same.... the info centre down the front hasn't worked and who wants to put these great people out of a job?
Volunteers are the lynch pin of Lyme but the knowledge the existing staff have is not easily learnt by volunteers. You can't always rely on volunteers, I know this as I am one at the Museum. We often get asked where is the TIC by the way.
Volunteers are unreliable and do not have the same required level of expertise.
Volunteers are used for so much. Lets have a properly run, professional service that can run all functions eg financial etc. itself and be accessible (up to 7 days a week in summer)
Volunteers could maybe do the job, but why should they? This money is available as I said before. Rates and taxes should pay for this vital service, not a bunch of do gooding and possibly unreliable people.
Volunteers may come forward to operate a TIC but you still need a responsible person to manage the facility. Volunteer, however well intentioned, do not have the same drive to attend as paid staff, I have experience of working with volunteers in other organisations.
Volunteers will still need to be sited somewhere. I thought the issue was property not wages ... this will not be available at the hours that is now. This is either a requirement or not. People deserve to get paid for the work they do. It is an insult to close the tic and expect the same service done for free ...
Volunteers would never have the knowledge that our existing staff have that work in there all the time.
Volunteers would not have the knowledge and training involved. As a volunteer myself for the RNLI you can not always be sure that volunteers are always available and some may not have the commitment and dedication that our efficient employees at Lyme Regis have.
Volunteers would not have the same commitment or time.
Volunteers, some can be helpful, but they don't have the knowledge and expertise paid staff have. We see so many services being taken away and run by unqualified volunteers, who don't have the training or knowledge to carry out successful transactions with visitors or residents.
We need a professional presence to portray Lyme in the best light and to provide visitors and other customers with the best experience.
we visit the TIC often and especially when friends come and visit or stay with us to find out about Lyme Regis or what is going on
What a cheek expecting people to volunteer to do this. Get a grip Dorset County Council.
What about the people who will lose their jobs? What about reliability and accountability? Both reliability and accountability are much better if you pay people.
What do you mean by another delivery method? Gobbledygook
When something relies totally on volunteers it is not always reliable.
Where will you find the volunteers with the width of knowledge of the current staff? They have not been able to staff the Jubilee Pavilion with enough volunteers to keep it open. Why would this be different?
Where would this take place if the centre is closed? Lack of knowledge Who would train?
Why are you trying to provide the same service but not paying people/rent to deliver it? If the rent is too expensive then could you not share the location of the Lyme Regis shelters where they are providing information to tourists?

Why is there no option to keep them running as is? It's a valuable service and asking people to volunteer for it is insulting.
Why should it always be volunteers. Library services, transport, funding for schools and clubs, everything in this country is becoming reliant on volunteers. It's a terrible way to go.
Will not be robust enough. Needs permanent public infrastructure to succeed. A council -run service using volunteer staff might work as long as there is back up when volunteers insufficient.
With a lot of effort and training in the knowledge required and available in a permanent place and at regular times.
With an ageing population in Lyme getting enough people to man the centre would be quite impossible. The pool of volunteers in Lyme is already stretched pretty thin.
without full information on your proposed system it is not possible to make a valued comment.
Work with volunteers it very hard to get people to volunteer and you would lose a service
Wouldn't address loss of jobs and expertise. The first page of this document obfuscates the issues. If it can be staffed voluntarily a location must be envisaged, which could be staffed professionally. So the notice to leave seems to being used as an excuse for unwillingness to fund.
You are taking advantage-of abolishing services and then relying on the volunteer sector to prop up the community. I would argue that as a result, other more deserving volunteer dependent services may suffer. I'm fed up with this Tory run council
You can't run this totally through the voluntary sector. Who would pay for the running costs of the building.
You can't expect volunteers to have the professional know or relationship to be able to do the job.
You cannot rely on the voluntary sector
You cannot replace knowledgable staff with volunteers in my opinion.
You do not get the same level of commitment and quality with a volunteer role. This can be seen in the information point along the Lyme Regis seafront - this is meant to be run by volunteers - it is never open. It's a wasted space. Why can we not move the TIC employees to the information point and have it run properly. This is no disrespect to volunteers in general - I volunteer extensively in the local community for both the Lifeboat and a Cancer Charity - however those that I volunteer with respect that this is a VOLUNTEER role that runs alongside other commitments, so you sometimes cannot give it your full attention.
You need professional staff to provide a good local knowledge. And as tourism is so important to Lyme Regis it is a service that the town council should provide. It's very short sighted.
You would not be able to rely on the volunteers to turn up and the information is not always accurate
Your question is not neutral and is attempting to encourage positive answers. I do not think it would work. Finding qualified staff is tough. Finding qualified staff willing to work unpaid / to volunteer is not realistic. The service provided will be inadequate in provision which will reflect poorly upon the town and council provider.
A building on the seafront was used for TIC contacts when the new shelters were built, manned by volunteers. Still empty? That's where most visitors saw it.
A lot is already expected of the volunteer sector in Lyme. The existing staff are young, friendly and knowledgeable which encourages you to engage with them.
A professional will always do a better job especially when they have the resources and facilities to aid in whatever the tourist or local resident needs to know. e.g. printing facilities, internet and telephone access to various offices and companies that can help with information that not everyone knows how to get on to or access themselves.
A voluntary service is only as good as the volunteers that are involved in it and it could take considerable time to establish the delivery model which is under discussion. In order for this to be successful, continuity of service is required.

<p>Although I am answering as a Lyme Resident I am involved in several charitable and other voluntary organisations supported by many volunteers who are mainly retired or who can afford not to work for money. The Lyme economy, particularly the tourism sector, would not function without them. The various charitable and voluntary organisations currently have to compete over this limited resource and to provide yet another essential service based on volunteers is unrealistic. Particularly on a sustainable basis. The Weymouth Sailing Olympics worked well using volunteer ambassadors but, in my opinion, would not have been sustainable over the longer term. A mixed solution might be workable and could be explored.</p>
<p>Although this would allow for a human presence in Lyme, improving the delivery of the needed information - this job is far more demanding than could be expected from volunteers - especially in summer months. It is the councils duty to provide quality services to support the locals, as well as those visiting and spending their money in the town. To ask that of volunteers and expect the quality of the service currently on offer, is both unfair and unprofessional.</p>
<p>And where would you put the volunteers? And how would you train them to the required level of knowledge? How much would that cost?</p>
<p>Any volunteers would need to be very knowledgable.</p>
<p>As an active volunteer it seems everything now has to be run by volunteers who don't always have the information to provide accurate information.</p>
<p>Badly. While having enthusiastic local volunteers would be the least-worst option, it would rely on people who do not need to work in order to survive. It is likely that there would be huge difficulty finding enough people who would be prepared to regularly give up their free time in order to provide a service. As a result, this model would probably collapse within a short space of time. Coupled with this, it is unlikely that the current staff of the TIC would want to stay and do the same job for nothing, causing a loss of their vast experience.</p>
<p>By denying someone a wage</p>
<p>Cannot see how this would work or be organised so it is difficult to judge and comment properly.</p>
<p>DEPENDS ON CALIBRE OF VOLUNTEERS + LOCATION. IF LOCATION IS PROVIDED, WHY NOT STAFF IT WITH THE EXISTING HARD WORKING STAFF?</p>
<p>Don't know. Depends on what it is.</p>
<p>Don't really feel it would work at all well and certainly not as efficiently as the current service</p>
<p>don't replace the efficient and well-liked employees who are fighting to save their jobs - council car parks make more than enough money to cover their salaries.</p>
<p>Don't think it will work because there probably wouldn't be enough volunteers available with the necessary knowledge.</p>
<p>Even volunteers require a body to recruit them, and their work requires standard-setting and management , so to be effective and have some chance of longevity requires paid staff within an organisation. So my answer is not "no to volunteers" but suggests that it can not be entirely voluntary and needs funds to operate.</p>
<p>Face to face conversations work best when needing specific help and guidance but the knowledge available for the volunteer sector surely will not match that of a paid experienced person.</p>
<p>For many older people (both Lyme residents and visitors) it is easier to speak to people face to face, to collect information leaflets/papers etc. To stop this facility in Lyme due to cost is harmful to our town. Perhaps take a long look at costs and see if it is efficient. To ask for volunteers is fine but so many residents in Lyme already volunteer for various organisations.</p>
<p>Good excuse to cut wages</p>
<p>However good your volunteers are they are never a substitute for properly timetabled salaried staff.</p>
<p>I am not sure if it would work with volunteers as we would loose a lot of continuity. They would not have the knowledge required.</p>

<p>I am sure some local residents would help out by volunteering but what about the current staff who will lose their jobs? Maybe a compromise could be met with the TIC reducing its hours especially in the winter months. Also volunteers could help to back up currently employed full-time staff...but the danger is once this starts to be eroded then it is a slippery slope and the impact on the Marine Theatre could impact on that - which would be catastrophic for the local community. How about putting the TIC in the foyer of the Marine Theatre??</p>
<p>I am unclear about how this would work. Volunteers already provide a great deal of support to families in Lyme Regis. Until there is a clearer indication of how and where the provision could be delivered it is not possible to regard this as a suitable alternative.</p>
<p>I believe that the service should be provided by professional staff employed by the council</p>
<p>I do not believe this could work. As a volunteer myself involved with various organisations - the Museum, the Town Mill, the Lyme Regis Film Society, the theatre, I know that there are simply never enough volunteers to go round. The tourist service needs to have reliable, well-informed staff in place at the advertised times - whatever the weather!</p>
<p>I don't know how you would get relevant people to work on a voluntary basis and expect a top level service - you need continuity in a service industry - as opposed to a group of unlinked individuals.</p>
<p>I don't think it can work as well as face to face laid work.</p>
<p>I don't</p>
<p>I don't think it will work and I suspect neither do you. You surely cannot expect volunteers who work for the good of needy people have to come in to prop up a government service, it wont happen, you are not providing as viable option here but just fluff. Volunteers are from the elderly population, they now have to work longer so have less time to volunteer, ask any voluntary sector Who will volunteer, you need an army of people doing a few hours a week to cover several jobs and then who manage the volunteers? There are financial responsibilities with TICs are you going to offer that to a rag bag of volunteers, do they all need formally checking, its going to be more work that you imagine and I speak with knowledge as a volunteer for a couple of charities</p>
<p>I don't think this would provide the level of expertise or opening hours that the current staff provide</p>
<p>I don't understand why the council can't hold bus timetables and even tickets. You could even ask the church to have timetables as this is probably the only building that is open 364 days a year from dawn to dusk!</p>
<p>I feel it would be difficult to provide sufficient, reliable good service through volunteers.</p>
<p>I feel that the paid role of a tourist information clerk is a valuable resource and if this option is the favoured model it should not be on a voluntary basis and the valuable knowledge that has been built up by the current team would be lost.</p>
<p>I have a gut feeling that the expertise and knowledge would not be there within the voluntary sector.</p>
<p>I have experience of working in both TIC and the Pavilion. While the latter provides a good service it can never replace the fund of knowledge nor the stability of the TIC</p>
<p>I have reservations. Volunteers (I am one such in my area) do not have the breadth of depth of knowledge required and often resort to pointing to folded leaflets. perhaps a combination of voluntary back up the professional staff member is a possibility.</p>
<p>I personally doubt the efficacy of farming out council services to charities. Devon's use of the Libraries Unlimited charity does seem to work, and if the TIC were charity run that would free them to raise funds, but it is easier for councils to cut funding and damage services if they are in the hands of other organisations.</p>
<p>I think it would be very difficult. Lyme Regis has a small population and struggles to meet the demand for volunteers. The three greatest demands come from the museum, theatre and the mill (also RNLI).</p>
<p>I think paid staff is the way forward not voluntary, the current team are very helpful and dynamic</p>
<p>I think running TIC purely with volunteers would be difficult- you'd still need a proper paid employee. What would happen to the current staff?</p>

I think this is a sub standard solution reliant on volunteers
I think this would be a very poor option compared to the experienced and knowledgeable staff who currently work at the TIC. They are consistently friendly, welcoming and helpful.
I think this would be very difficult to achieve you would need to have a lot of volunteers and find a suitable location.
I think volunteers are useful in SUPPORTING the mission of an organisation, but NOT as the sole proprietors.
I wonder if every single volunteer would be so well trained and knowledgeable as the current staff. Would as many hours be covered so reliably. This would be a preferable option to no TIC at all.
I'd be concerned if this became an entirely volunteer provided service as it will be difficult to maintain quality, accuracy and consistency with different volunteers dipping in and out of the service. It would also be difficult to recruit volunteers in the summer season when demand is at its peak. It requires paid employees.
I'm not sure it could work as the TIC staff are highly trained and knowledgeable in their roles. Would volunteers be able to match this and commit enough time to be trained up properly with the right skill set?
I'm not sure it will work as volunteers are already working hard to keep the town's other services open such as the lifeboat shop and other organisations
Ideally in a central, convenient location and ideally with full-time and properly trained staff
If the service remains the same this could be considered but if people are already doing a good job why change things?
If voluntary is the only option then it would depend on what level of cover would be offered... We already had volunteers in the pavilion and that didn't seem to work as they couldn't keep it open. A town the size of Lyme with the amount of visitors it attracts need a fully functioning TIC
If you want a good service pay for it! the alternative is exploitative and will bring an inferior service. Aim for the best!!!
I'm not really up to speed on how the voluntary sector could support a TIC model. I'm fairly sure Stratford-upon-Avon's TIC (where I used to work) tried this without success. I would tend to suggest a paid staff model would provide a more complete and valuable service.
I'm not sure this would work. There would have to be quite a few people to work voluntarily, and they would have to have good local knowledge.
It could be difficult to recruit people of sufficient quality to do this work on a voluntary basis. There are already a number of charities locally that rely on volunteers and I suspect that many people would rather do something useful for a charity than do similar work for a public-sector organisation that really should be offering payment. However, of the three options I think this would be the least disruptive for visitors to Lyme Regis.
It could possibly be staffed by volunteers but only if they are young, enthusiastic energetic and really well informed. Getting the right people to do this on a voluntary basis might be too big an ask and their wouldn't be The continuity and attention to detail paid staff deliver.
It depends totally on whether or not volunteers would be willing to be trained and help run the provision.
It is always better to employ professional, trained and informed people rather than an relying on well intentioned amateurs. Depending on volunteers could make the service unreliable.
It is probably the second best option but would depend on who is doing this and the interest and enthusiasm of running this. The location is also key to getting the best results.
It is unlikely enough volunteers would be found to run it.
It is very difficult to maintain a volunteer network and it can be quite unreliable which would lead to unreliable opening times, unreliable service. No consistency of information and it would take someone a lot of effort to recruit and maintain volunteers

<p>It may work ,but only if you could establish a rota of willing volunteers , and I imagine that you would have to trawl the local population to find persons with both the time and local knowledge required. Have you asked for volunteers? I know the national Trust is finding it difficult to get enough volunteers as grandparents are now much more tied up with childminding.</p>
<p>It may work if you are sure the you have a bank of both willing and knowledgable individuals.this may be very hard to achieve.</p>
<p>It should be run by paid professionals and not voluntary help.</p>
<p>It shouldn't be voluntary It is a great service to the town.</p>
<p>It would be a great shame if such an essential service had to rely on volunteers especially in an area where employment opportunities are as limited and scarce as they are in the south west. This would do nothing to benefit and sustain the local and younger population who need to earn a living but simply serve to enrich the lives of those more fortunate in terms of wealth or free time as a result of having retired with time and money on/in their hands. Staffing the town with retirees would not present a very vibrant view of the town and might even reduce the number of visitor it attracts in the future.</p>
<p>It would be detrimental to the town's future and prosperity</p>
<p>It would be very difficult to provide a reliable service that was open regularly, as can be seen by what happened at the Jubilee Pavilion.</p>
<p>It would not solve the problem of premises. Whilst there is a strong volunteer base in Lyme I don't believe a properly staffed, reliable service could be operated on this basis. (It might be a nightmare to run it!)</p>
<p>I've no doubt it could be made to work but only as a last resort. In your introduction you dismiss the idea of moving the TIC to other premises saying that no suitable premises are available. This is nonsense; what is wrong with the recently restored Jubilee Pavilion on the promenade? This building is virtually purpose-made for such a use and has been sadly neglected in the recent past (currently used for storing a few wheelchairs).</p>
<p>Limited service. Lack of detailed knowledge.</p>
<p>Lyme Regis depends on volunteers to run many of the organisations within the town. I believe it would be difficult to recruit and retain sufficient volunteers to run a non-charitable service such as the TIC.</p>
<p>Many locals already do much voluntary work in Lyme and beyond and it is getting harder to find additional people to help out, therefore think it would be difficult to cover a much needed TIC in a town such as Lyme with the thousands of tourists that come throughout the year. It may of course be possible to get the odd volunteer that could help but it would certainly require a full time manager.</p>
<p>No continuity of staff and their knowledge.</p>
<p>no idea</p>
<p>No too reliant on volunteers. People volunteer a lot around Lyme already and they won't necessary have the knowledge</p>
<p>Not particularly well at all.</p>
<p>Not sure about this one. Volunteer staff do you mean? But still based in centre of Lyme Regis. Depends on whether volunteers would be forthcoming and where the premises were. Would need to understand more about this option. How reliable would it be? What support would the volunteers have....</p>
<p>Not sure, but feel strongly that the TIC should remain for visitors to the town</p>
<p>Not sure, but paid employees would continue to provide a professional service. The voluntary sector may not be able to always keep the office open due to other commitments.</p>
<p>Not sure, that's your job to sort out as part of change management.</p>
<p>Not sure. It seems finding a new location is the issue here, not people to provide the service. Where would the volunteers be based?</p>

One of the areas I work in is running a not for profit organisation that holds two events a year - the UK's only Sea Water Polo Championship and the Lyme Regis to Charmouth 3.15k sea swim. I also run an annual event at the Marine Theatre called Sea What's There that brings together 4 speakers who discussed and share information about what is happening to our oceans and how we can help them. I own a PR & Marketing communications agency that is not dependent on my being in Lyme Regis nor uses the TIC for business - however it does provide me with an insight and knowledge of what is happening in this sector and building customer relationships to gain profit and branding. I think what is missing in all these discussions is what the TIC actually does. Whilst it does everything you list it also does an awful lot more. It oils the wheels of a lot of activities in Lyme Regis (non profit, organisations, voluntary and business) for locals and supports tourism and other events, businesses and organisations not just in Lyme Regis but also in Dorset. The reason they are able to do this is because of the knowledge those individuals have by actually working in this sector, which can not be learnt/achieved by volunteers. Your website supports the work they do - it doesn't replace what a face to face experience achieves. Anyone working with customers in the current climate (i.e any visitor who visits or benefits from that knowledge) knows that online media and social media supports that business but is not the whole business. (I work in the digital sector where my clients include retail, entertainment and events). These days people gain information from multiple sources. Here are some of the ways I and people who attend the events I run use the TIC: As a not for profit organisation that runs events we attract people to take part in those events - locally and from other areas (including Dorset, Kent, London, Cornwall, Devon, Somerset, Bristol, Midlands, Wales, Hampshire etc).

Only if an employed TIC specialist in all fields is there to supervise volunteers at all times. Lyme Regis is awash with clubs etc very dependent on volunteers. This leads to problems quite frequently when the volunteer has personal problems to deal with and there is not 100% commitment obviously. The number of willing people is a finite source.

Option not professional enough model due to reasons as stated above

Organisations in the town have enough difficulty finding enough volunteers at present without providing yet another.

Other Dorset TIC s have gone to volunteers. They re under funded, poorly signposted, and not supported by the councils.

Poorly

Possibly but having visited other towns nearby, their voluntary information centres were all closed due to illness.

Relying on volunteers means the service could become inconsistent and also volunteers are unlikely to have the full breadth of professional experience that salaried employees have.

See before. It is important to retain the expertise of the TIC staff who do an excellent job.

See previous comment.

So it's obvious that getting a volunteer in to save money is the best option for you. I appreciate you need to save money, we all do. I think if it's a choice between shutting the TIC completely, using online or touchscreen or volunteer, the latter is the next best thing. At least you would have face to face contact. In this day and age as we move further and further away from human contact, people become isolated through technology. All people want is to have a conversation with a friendly' helpful person. (such as the Lyme TIC - they are an asset to this town.) It's not much to ask for yet even this is being squeezed out in favour of cost cutting and tech.

Staff would need to be trained well in local knowledge for it to be as useful as the current set up.

<p>That's asking a lot, if you want expert information, you need to pay for it. A face to face service opens up new possibilities I hadn't thought of and therefore would never have searched for. I also think safety wise I like many other people including most tourists can't make sense of tide tables so the expertise of the TIC is really helpful when planning a coastal walk or beach fossick. Plus it supports local amenities like the Marine Theatre by selling tickets without folk having to go to the theatre box office. Lyme is full of steep hills, make it easy for people to use all the town has to offer. Closing it = shoot your best tourist asset in the foot!</p>
<p>The compromise I think would work if you cannot fund two people. Fund one and have volunteers to fill in.</p>
<p>The current provision works well, but what guarantees does the council provide if no appropriate voluntary support is available?</p>
<p>The town relies on volunteers in a big way. There are insufficient volunteers to cover all needed at present. The visitor assist manned in the Pavillion on the sea front struggled to find volunteers and has now closed.</p>
<p>The voluntary sector would still need to be funded somehow.</p>
<p>The voluntary sector would lead to a far poorer service, with reduced hours, it would not be a good move.</p>
<p>There are too many instances these days where lost services have to rely on Voluntary delivery. Charity & voluntary work is becoming more & more thinly spread & more difficult to keep going. There are already many services in the town relying on volunteers.</p>
<p>There is already a lot of voluntary sector activity in the town so I am concerned that it may be difficult to find the necessary volunteers.</p>
<p>There is no better alternative to the existing facility - friendly and knowledgeable.</p>
<p>There is something hugely distasteful about making key services 'voluntary' and there are so many of them (I do lots!) that those available for such voluntary work are simply running out of hours. Add to that the simple fact that many supposedly 'available' for voluntary hours are likely to be busy with grandchildren or visitors during the key months and putting together a reliable volunteer TIC schedule is going to take a huge amount of organisation which, presumably, will have to come from a volunteer. Council and morals???</p>
<p>There must be a lot of people born and bred in Dorset who are retired and would welcome the opportunity to serve their community and it's visitors in this way.</p>
<p>There will always be those who will volunteer but the accuracy and reliability of information always suffers and, along with this the reputation of Lyme Regis.</p>
<p>They already do this in the shelters but as a local person who knows one of the organisers, finding voluntary cover is hard especially to maintain consistency in cover and it is very part-time. Could the TIC be relocated in the Shelters?</p>
<p>This all depends upon the availability, knowledge and helpfulness of the volunteer.</p>
<p>This does not address the issue of accommodation. Who would pay for that?</p>
<p>This doesn't work very well, there is not such a wide amount of local knowledge.</p>
<p>This is a better option than a touch screen, but still does not replace paid professionals.</p>
<p>This is definitely using local, willing people to generate income for the council for free. It would need commitment on a regular basis just for the love of Lyme Would the TIC be provided with all the necessary leaflets etc?</p>
<p>This is the best of a bad bunch of options but it would be better to speak to a volunteer than resort to a screen</p>
<p>This might work if volunteers provided with all relevant information & training to do the job currently provided by the TIC staff.</p>
<p>This option is better than the other two if it keeps a personal service open, but if it is voluntary it may not be as efficient and the staff may not be as knowledgeable.</p>

This sounds a bit vague and unreliable.
This suggestion is too imprecise to comment on. Who will be the volunteers? Where will they be located? Etc
This type of provision may carry a pen element if risk. Would it always be reliable? Would it be totally committed? Would it fold after initial enthusiasm or after the money runs out?
TIC = professional service + provides employment. Voluntary sector relies on dedicated staff
Too many organisations are relying on volunteers. People are retiring later and it's going to get worse.
TOO MANY VOLUNTEER RUN BUSINESSES IN LYME - DOES NOT ALWAYS WORK WELL
Tourism is fundamental to the area - we should be investing in it.
unable to comment because don't know the model details.
Unsure how much accurate local knowledge volunteers would have.
Using volunteers is just a way to patch things. You can't solve everything with volunteers. Moreover, what will happen to the people of the center?
Using volunteers may not always be reliable and cannot guarantee regular service. Also the quality of their knowledge may not appropriate for the task.
Voluntary sector model does not provide a consistent quality of service or information.
Voluntary services are dependent on the quality of the personal that are available and are unlikely to be trained to the high standard needed.
Voluntary services are great but can be unreliable
Voluntary services cannot properly replace the paid and trained staff.
Voluntary versus paid? Training, learning, responsibilities and accountabilities compared to filling in free time. The staff offer professional, friendly and helpful services with knowledge of what the TIC offers!
Volunteer led services do not supply the same standard of service
Volunteer staff do not have the commitment that paid staff have. Often the knowledge from volunteers is not as extensive.
Volunteers
Volunteers are always difficult to find has been seen on many occasions in Lyme giving a fractured service unsuitable for sure
Volunteers are not able to provide professional services.
Volunteers are not always reliable and would need back up by permanent staff otherwise a regular service could not be guaranteed.
Volunteers are ok, but nothing beats a full time professional. I simply don't believe a voluntary system would be as effective.
Volunteers are, in my experience, very hard to find. I also don't believe that they would be able to provide the same professionalism
volunteers cannot be as knowledgeable as full time staff
Volunteers could run a TIC, but they would need someone to manage them.
Volunteers couldn't match up to the expertise provided by the team. The Town Council is not short of funds, and as the town is very dependent on the tourist industry it seems shortsighted not to make this investment.
Volunteers may not be able to cover all the opening times, or have the same depth of knowledge that the office staff currently have., so it would have less of a capability than the tourist office currently has.
Volunteers under a member of staff would work to some degree. The member of staff would have to be full time to allow for continuity. Customers need to have confidence in the information given and volunteers are usually only able to commit to a morning or afternoon per week / fortnight, sometimes only a couple of hours.

<p>Volunteers with the best will in the world, are not employees. Current TIC has a dedicated set of people, with a huge knowledge base that serves tourists and locals alike. They are at the end of a phone to answer any question....volunteers would have limited availability and during busy periods, this is when volunteers want to go on holiday - would result in the facility being closed at time. This has been tried on the seafront in the town council pavillion. Very difficult to keep staffed. Lyme regist is a living tourist town - it needs tourism to survive in its current form. It needs a profession TI service.</p>
<p>Volunteers would lack breadth of experience and continuity of service would inevitably ensue</p>
<p>Volunteers would not have the same range of knowledge as existing staff which so probably wouldn't work. Volunteers are not as dependable as employed staff and this may mean a fragmented service which would impact on how this would work. There would need to be at least one person responsible for volunteer organization and training for free which probably wouldn't work. Volunteers are already involved with the Marine Theatre and the Museum. Locals are generous with their time but there are only so many people in the area who are willing to give freely of their time and the TIC is open for long hours six days a week so continuation of the existing excellent service would be unlikely to work.</p>
<p>volunteers, unfortunately aren't invested enough in the service to provide the right cover...</p>
<p>We already have two charity shops. Will the TIC be afforded the same status. The town council and Dorset Council should be spending money on the services not expecting residents to provide them free. While they squabble and refuse to attend each others meetings, they don't bother to make sure the streets are clean (we have to clean Sherborne Lane ourselves) and the drains are cleared.</p>
<p>We don't. We emphatically believe that we'll trained staff with a high degree of knowledge should be readily available and accessible for the thousands of visitors that visit Lyme each year. The fact that the tourist board office is continuously busy with visitors, is a testament of its usefulness and need, as a resource of information in many areas.</p>
<p>Well it's only to be as good as the good will of the voluntary organisation promoting .</p>
<p>What volunteers. Shortage of volunteers, they're running the rest of the Country!</p>
<p>Whilst I imagine there would be a good response to local people volunteering to run this service, principally I do not agree with stripping services whilst costs (council tax for example) continue to rise.</p>
<p>Whilst this might well provide a face to face service it still needs funding as well as volunteers which risk making the service irregular and possibly unreliable. It would require careful planning and commitment. To consider this as a voluntary service shows a lack of understanding about what the TIC brings to the town.</p>
<p>Whilst volunteers are very helpful in a number of places, they won't have the professional consistency needed to provide adequate information. Unfortunately, I have seen firsthand that some places have to close because the volunteers don't come in. Maybe a mixture of staff and volunteers would help to lessen the financial strain on the council.</p>
<p>Why change something that works perfectly well?</p>
<p>Why should this be volunteer based ? Tourism is an industry and it benefits local council in so many ways. (Eg parking) . You want tourism. So why would this be voluntary ? You invest and reap the benefit</p>
<p>Will level of support be affective</p>
<p>With difficulty as volunteers wouldn't have the knowledge. It would be an inferior service.</p>
<p>With difficulty. You are not going to get the same professional level of expertise from volunteers, if you can get them. People often don't want the responsibility of something like this.</p>
<p>With great difficulty. Occasional and voluntary staff would need extensive training and still need a reference point available to give the correct information. The Council could suffer from complaints from the public, both on inaccuracies and politically correct answers which could prove very costly.</p>
<p>With the amount of business the Jurassic coast brings to Lyme I believe this is an opportunity lost in closing the TIC</p>

worded different to the other proposals? why? the others say 'why do you think this' I feel that having worked for a charitable organisation myself, relying on volunteers can be rather hit or miss. Some times of year you won't have any volunteers, not everyone has the right skills to do the job as well as someone you would choose through an interview process for a paid role etc
Would need more information on where and how this could be done before could comment
You can not rely totally in volunteers to run what has been a full council service. Yes they can perhaps supplement. Again you can't expect the professional level of service. It should be support for proper experienced employed people. Volunteers move on and are not consistent and can not be expected to be.
You can't tell me it's not worth spending public money in a town with a national and international reputation as a tourist destination?
you tell me!
You would need a very knowledgeable team of volunteers with a 'manager' or 'supervisor' to oversee them. Lyme Regis has a wonderful group of people who volunteer for many things, this volume will be put under strain if more options are added. Too much demand for volunteers to offer a service on behalf of people.
Better to pay rather voluntary.
Don't really understand the question.
Face to face is what we need
However you do it Lyme Regis TIC should stay - it should be relocated to the Pavillion on the front. It is a service for thousands of tourists who visit and as a lot of other TICs have already closed what are tourists supposed to do to find out information - the internet does not provide all of it and also a lot of people do not use the internet or computers - surely providing people to talk to visitors only encourages other people to visit the area. Lyme Regis will only benefit from having a TIC and I think that the staff who currently run it provide an excellent service and have always been able to help us and our friends visiting with information they are seeking. PLEASE DO NOT CLOSE IT BUT RELOCATE TO THE FRONT. We do not think it should be a voluntary run service but a service provided by the council if it hopes to continue welcoming visitors to the region.
I am not sure what you mean by voluntary sector. I am guessing / hoping a centre in which there are still leaflets and maps and booking facilities, but run by volunteers.
I don't really understand the question. Does voluntary mean people standing on street corners handing out tourist info?
It can't work can it. Its best for the councils to move on and move out. The people of Lyme know you are best at getting as much money out of the population as possible and to do as little as the law allows.
It could carry on in another building - preferably more accessible to the town ie higher up Broad Street (several empty properties up there) with a reduced staff or even voluntary staff.
It would not work through the voluntary sector, that is pie in the sky nonsense and pure wishful thinking. The TIC helps organisations and businesses in the town. It is wedded to a commercially successful and vibrant town. Many of the organisations which benefit pay large amounts in rates which go to fund the DCC. TIC forms a symbiotic relationship between council and town.
Tourist + local residents know where this TI is so may not search out another

Q21 I there any way you feel that the impact of any proposed changes could be reduced?

* Keep the TIC open. This consultation should include this option. * If necessary move it to another location - the candy shop under the Guildhall? * Move the council offices into the Mayor's Parlour * Use the Marine Parade desk for TIC (less convenient though) * Reconfigure the TIC office to allow for access and for the TIC * Negotiate with Palmers to relocate the TIC to ground floor of the Three Cups * A number of shop premises are currently vacant at the top of Broad Street / bottom of Silver Street.

1) Persuade the town council to take over the present TIC. 2) Find another premises. What about the Marine Shelters (Lister Room), St Michaels Business Centre, the Hub or Woodmead Hall? The Library would be excellent: you own the building, there's space there and there would be a mutual benefit between the Library and the TIC.

1) Keep the TIC staffed as is. 2) Train the team with more social media skills (Town website kept up to date and relevant!!!, FB, Twitter, Instagram, You Tube etc) and allow them to develop a marketing plan and implement it. 3) Relocate the TIC to the Jubilee Pavilion. Its an excellent location to provide a service that enhances the visitor wellbeing feeling, providing first hand, knowledgeable information to both visitors and locals alike. 4) Find ways the TIC can be funded. For example commission from ticket / accommodation sales / advertising revenue from the town council website, if they took it on and managed it. 5) TIC taking on their own fund raising ideas. For example Childrens Treasure Hunts of Lyme Regis at GBP 1 each Same but for wedding groups at package price.

1. Use the information point facility on the Cart Road/ Marine Parade to rehouse the TIC (if current location not to be reversed). 2. Potentially use a mix of volunteer and paid staff to provide extended opening hours. 3. Kiosks / temporary huts / beach huts could be used to house TIC.

A mobile TIC at any of the main carparks (Charmouth Road, Holmbush, Woodmead Road) If a touch screen service is adopted we need an easy way of getting publicity for local events added. And a service which does not fill up with commercial advertising.

A move from current location could already reduce costs.

A move to other satisfactory premises would be the only way the impact could be reduced. By that I mean satisfactory to the staff.

A new location should be found for the TIC staffed by professional paid staff. The offering of the TIC should if anything be expanded to assist the town in improving and enlarging the business potential of tourism to the town.

A TIC is a visible location for visitors. I don't know how one would reduce the impact of not having somewhere visible.

Abandon the plan to remove the current very high quality service. Moving the current operation to a different site in Lyme might work well.

Abandon the plan. Can you honestly say hand on heart that Weymouth has not been affected by the closure of the Weymouth TIC?

Above all a human face for the town is a vital part of what makes Dorset special. Visitors need a hub and local,organisations, art and performance need that flag waving to be done for them! We all have online options on our phones today, but you can't google what you don't know is there!!

Again, cannot answer because two of the three options are so vague as to make any assessment of their impact impossible. Not being able to assess impact, it's not possible to envisage ways of reducing it.

All I saw in the summary was a reference to the cost of this service. What is the delivered value and benefit of this service? Until that is known how can a sensible option be chosen? I would suggest a 2 year programme to monitor what the TIC delivers relative to its cost. Move it in the first instance to an unused facility eg Lister room and the one on the other end that's hardly ever used, or even better the desk next door to the NT shop. Put in a management plan and a set of easily measured performance indicators. Use the results to support any decision made.

All three options are stupid, an I insult to the town, it's visitors and all tourists information staff of the world. The service is needed, used and required!

Allow adequate funding and support for a dedicated TIC, staffing and premises.

Alternative premises

Although I would hate for people to lose their jobs, maybe to cut back on staffing.

An alternative location should be found for the TIC. I don't believe there are no viable alternative sites within Lyme for this in the long term; albeit I can see that in the short term this may be difficult to achieve given the current deadline to quit the town council premises.

Any changes need to be considered for the town and for the local person as much as the visitor. Working with a voluntary team is a great idea, but there would need to be at least 2 paid positions to cover the time needed (allowing for rest days and time away during the summer weeks). Commitment from the volunteers is a must and training would also be highly desirable as not everyone is familiar with walking, beach safety, local establishments and organisations, events etc. The team at present are invaluable they are much more than office staff they are part of the Town.

Any of the three options are very poor.

Apart from relocating to another location, I can't think of anything. It does seem crazy that the Lyme Regis Town Council has several properties on the seafront, including the Jubilee Pavilion, the Langmoor and Lister rooms, that are rarely used.

As a tourist information facility I feel face to face contact is far preferable to any other form of contact.

As above

As accommodation providers it wouldn't affect us particularly, local attractions would be affected.

As before, ensure whatever building is used, that paid staff who have experience of the role and know what information is available and are employed.

As long as all functions of the current set up are covered then fine. I doubt very much this could be the case. Could perhaps a local shop or cafe also double as tourist centre?

As mentioned before, Dorset Council and LRTC should continue to work together to agree on an alternative venue. As the Town Council will be inundated with enquiries (over 60,000 visitors not including emails and telephone calls), it would be in their interest to try and provide a low cost venue for the TIC (e.g. a peppercorn rent) if Dorset Council continues to pay for staffing. I feel that a lot of people do not really appreciate the full impact of not having a professional tourism service in the town. Dorchester TIC was in a prominent location in Antelope Walk before it was moved to the library and its presence contributed to a vibrant shopping area. Since the TIC has moved there are now 7 empty businesses in that area, which means a loss of revenue to the property owner, but more importantly, the loss of business rate revenue to the Council for those seven properties and a general demise of the high street.

As one of a small group of tourists who has just arrived in the area, the TIC was of massive benefit. The face to face discussion with a very helpful woman at the TIC has given us much information of what to do during our week and made us feel welcomed.. To lose that by closing the office has to be detrimental.

As per previous statement on Option 3. Keep paying for professional staff and if needed integrate the service in another prime location, suggest :- National Trust, Post Office or behind it, Charity Shop or similar. I might add that the current location is not ideal in terms of visibility and ease of finding.
As Q.3 - Set up the T.I.C within the council office / space. Alternatively keep the T.I.C. where it is and the Council has a desk within the T.I.C.being called when required, maintaining the offices in the main where they are at present. or using one of the other buildings that the council has.
As suggested above, look again at the possibility of an integrated information offer using the facilities of Dorset Council and Lyme Regis Town Council.
Aside from reversing them, the alternative would be to move the TIC to a new location on the sea front. Possibly a kiosk near the National Trust shop in the underused "bus shelter" style area. This would have the benefit of giving the service a much higher profile too.
Ask for more government funding.
Ask local businesses to help fund the tourist office. .
At least have fully trained staff available
At this stage it's a bit of a shock horror but if it moved elsewhere in town front seems an option as parking near current site not always good . I have visited many times it's always buzzing and a happy place
Austerity has ended start doing something good instead of always running things down
Automation is at the cost of a personal one to one service. As a tourist we would like locals to inform us about the area. A local friendly face would boost tourism in the area.
Bad idea, scrap it. Yes £70k is a lot of money but we have no idea how much the service makes for the town. I would guess far more than £70k.
Be great to keep open if possible please as LR is such a fab popular destination.
Best option - instigate TIC into the redesigned T. Council building. Second option - use the unused so called information building on the Parade Surely it could be worked out between the two councils.
Bit of a cheek to ask people to do this. Who manages the volunteers? Plus running an efficient website is costly too. Think of that. Tech renewal, licences, updates etc etc
Bus timetables to be held elsewhere as suggested Tickets sold from one of the businesses - as some are anyway. Accommodation requests - hoteliers etc to pay for this in some way. Pass the service on to the town council - but only if all the other tourist offices in Dorset are taken on by their local councils as I wouldn't want to be paying through my town and dorset council precept.
By allowing LRTC's ideas to come to fruition giving a better service for all
By constructive and collaborative working by Dorset Council and Lyme Regis Town Council - with a will to succeed - and (a) harnessing input from appropriately skilled and committed townsfolk (includes Uplyme and the environs) (b) coordinating with her organisations - community, charity and commercial with the town.
By continuing to offer a face-to-face tourist information service.
By continuing to provide a face to face tic in a suitable location.
By Dorset Council & Lyme Regis Town Council providing funding
By ensuring a smooth changeover and good training of volunteers for which funding is necessary. Possibly running a tandem system of a touch screen terminal for ready access, as well as a voluntary service that is clearly visible and accessible.
By ensuring any website facility is sufficiently comprehensive and of high quality and that access to it is widely and appropriately communicated.
By ensuring that a service is atill provided. Possibly suggest the Town Council help...

By finding a more cost effective venue. A venue like the shelters on the seafront seems an obvious choice.
By finding alternative premises or working with the Town Council to maintain the service.
By finding another central property for the TIC to continue to provide their exemplary service to tourists and us.
By finding another premis to run the TIC from, e.g. the Jubilee Pavillion on the Marine Parade
By finding another property near the seafront. Why can't the town council allow the use of the jubilee pavilion on the seafront which seems like the perfect place for them to be. Property is sky high in Lyme but the reason people come to Lyme is for tourism. To not have a TIC is insane. I cannot come up with a solution as a I don't know about alternative properties but that seems to be the way to go. Lyme Regis Town Council are difficult. They are not 'can do' or 'let's try.' They block things, make poor decisions and spend hours fighting with each other, it's shameful and they need to be helping this town, not hindering it.
BY finding another venue for the TIC
By finding suitable premises elsewhere for the TIC. The pavilion on the sea front seems to be empty and would be a perfect location.
By getting the same work as the TIC do and providing accommodation where people can visit - Jubilee Pavillion?
By having a partially voluntary TIC though this clearly would not work for its current employees
By incorporating the TIC with a number of complementary services/businesses under one roof. This could enable shared overheads, staffing and support. For example the TIC alongside some booths for local craftspeople, a soft play area for children (much needed in Lyme) with cafe, rooms for therapy and massage, an indoor market, possibly the Post Office and Library. The Three Cups is in an ideal location with a great potential for such an enterprise. It has been empty for an unreasonable length of time. How mutually beneficial if the Council could work in partnership with Palmers to create a community asset.
By keeping friendly, well informed and enthusiastic staff (paid or volunteers) in an attractive and easily accessible location, with similar services available as at present (even if inevitably somewhat streamlined)
By keeping it as it is now in another building near the tourists themselves.
By keeping it open
By keeping real, well informed people to deliver this service for the community and bit.
By keeping the current set up. This is a cost saving that will cost the town dearly.
By keeping the existing TICs open and save money in other areas where money is currently being wasted.
By keeping the existing TICs open and save money in other areas where money is currently being wasted.
By keeping the TIC open in it's current or alternative premises in the town.
By keeping the tourist information center.
By keeping things as they are.
By maintaining a tourist information centre with a human presence. Surely it must be possible to share a small space with an existing museum, library or other visitor attraction in Lyme Regis.
By maintaining manned TI facilities in Lyme.
By making information boards in central places and easily identifiable for people who don't know the town.
By making the TIC voluntary run. I strongly believe the £87k could be better utilized in the town.

By moving to a location close to where it is currently situated and the opening hours continue to be the same as currently, then the impact of closing down could be reduced.
By negotiating with the Town council to reconsider their position.
By not closing the TIC !!
By not doing it! People visiting the town rate how good the town is by its services and by having a TIC you are demonstrating how important the town and surrounding area is. Any TIC is the first stop for so many people visiting a town.
By not doing them
By not losing it altogether. I fully appreciate that many people use their phones/internet to find out information but a centre as we currently have is still in need in Lyme especially for the more elderly visitor/resident.
By not making any changes at all.
by not making the changes - persuading LRTC not to use all of the existing space of the TIC and sharing that space.
By not taking away the service
By providing a different venue to host the centre, ie. The pavilion. Or somewhere that is user friendly and easily available to tourists.
By providing info throughout the town advising where to seek help etc
By relocating the TIC office elsewhere e.g. Jubilee Pavillion on the seafront.
By relocating the TIC to the vacant space in jubilee pavilion. This move would invigorate the service and could lead to collaborations with different services/events. Ie the regatta week and Candles on the Cobb.
By relocating to the Jubilee Pavilion on the seafront.
By retaining the services of at least one of the existing TIC staff, their knowledge and efforts could be used to make an adequate and up-to-date online provision of local information available. They would not necessarily have to be based in a TIC premises, but having a telephone number to call during working hours could ensure the provision of more detailed / specific information.
By supporting the existing facility/organisation
By using other town council buildings that are barely used such as the pavilion, lister and Langmore rooms on the seafront. Better still the Café on the seafront below Ocean View that also has to look after the beach huts. You could have the staff running both the TIC and the Beach huts in this building maybe even selling teas and coffees to make financially viable to continue the public service.
By using volunteers if this is the only option available. Although personally I do think paid staff provide a better service. Perhaps a paid staff member can be aided by volunteers.
By working with the town council
Can never understand why the premises on the sea front , which is hardly used , why it can't be used for the TIC services
Can you get (more) sponsorship from the organisations concerned about the closure.
Cancel the closure
Central provision of all resources distributed by TIC in a suitably located location.
Certainly an information point would be beneficial and to remove all information would be a loss to the town.

<p>Clearly alternative venues are available: The current 'Information Centre' on Marine Parade is underused and often not open, largely because it is staffed by volunteers. Failing this, the Lister room is very rarely used and cannot possibly generate sufficient revenue to cover maintenance costs. It also has the benefit of disabled access via the rarely used lift. Alternatively, on a budget of about £20,000 to £30,000 it would be possible to extend the current fascia of the Marine Theatre forward under the balcony to increase the lobby area by about 100 square feet. The resulting symbiosis would be excellent.</p>
<p>Close Lyme to tourists</p>
<p>Close the TIC during the winter months to conserve monies, if indeed, that truly is the concern! I am skeptical.</p>
<p>Come to an agreement with the Town Council. Surely this is an area where a joint solution can be found.</p>
<p>Common sense.</p>
<p>Communities such as Radstock and Frome have increased their precept considerably to provide services, which has been much appreciated by the communities. Perhaps this should be considered.</p>
<p>company membership - leaflet charges - sponsorships (from local stakeholders) - pay to view events/broadcasts - voluntary contributions from tourists (10mins with a local expert for a £1 etc) - collaborative partnerships etc</p>
<p>consider how useful Bridport's TIC is and how the staff's expertise is invaluable.</p>
<p>Consider reduced hours. Talk to LR TC, with meaning. Not just lip service.</p>
<p>Consider retaining the TIC in conjunction with the local Town Council. Could the unused space in the sea front Shelters be utilised for a new fully staffed TIC office? A great deal of money was raised to build the Shelters and to use them for the benefit of residents and visitors by providing a continuing TIC would seem an excellent use of the underused space.</p>
<p>Consider using the Jubilee Pavilion on the seafront, an attractive well positioned building which seems woefully underused. Have a look at the way other successful TIC's e.g. Budleigh Salterton operate. Maximise opportunities for income creation through accommodation booking services, ticket sales for cultural events and attractions. Look at possibilities for sponsorship. Consider using social media with a personal touch to promote your beautiful town (as an example I recently visited Killerton because they had posted on social media that their snowdrops were coming out). The Town Council and County Council need to talk to each other. A good Tourist Information service is an asset to the area and to both councils. However much on line research you do before visiting an area you can't beat a visit to the TIC when you get there, the genuine local knowledge and enthusiasm of staff will often send you off to somewhere you wouldn't otherwise consider visiting. It's also a great help to overseas visitors, that help and personal welcome may well gain you a repeat visit to the area in years to come.</p>
<p>Consultation with local businesses within the tourist sector.</p>
<p>Consultation with TIC visitors and effective dissemination of the final decision so that everyone knows where they can find out more about local activities.</p>
<p>Continue as is</p>
<p>Continue to fund the existing TIC.</p>
<p>Continue to keep the service as now!</p>
<p>Continue to seek an alternative venue for the existing service. Consider a small caravan-style office sited in a parking space in the interim.</p>
<p>Continue with the current model.</p>
<p>Could be moved to a multi purpose venue. Scotland does this well. All services in one building.</p>
<p>Could it not be run from either the marine theatre or the seafront council offices</p>

Could the days or hours be reduced but still keep a level of the service running. Could the TIC join with another business or organisation to share premises. How about the Jubilee Pavillion. It's never used!
Could the hours be reduced?
Could the pavilion not be used? as it doesn't seem to be used to it's full capacity as the listen and langmoor aren't either.
Could the TIC be open 'part time' perhaps?
Could the TIC be run from the help desk on the Marine Parade?
Could you consider offering this as a "bolt on service" attaches to another community funded service?
Couldn't it be moved to another space? i.e. the information centre on Marine Parade?
Creating a viable alternative..
Cut the salaries of the people in the council and redistribute that money to assist the local community by providing this service.
Demand for tourist info in Lyme Regis is obvious... The town gains revenue from tourism way beyond its size. Would be far better for the council to keep the facility and relocate to one of the empty shops in Broad St
Different venue, reduced staff hours or less staff
Disappointing that Lyme Town Council and Dorset Council can't work together to find a solution. No space at Lyme Regis Museum?
Ditch the changes! they are all undermining in one way or another the excellent service presently provided!
Do not change anything but increase council tax to cover the cost
Do not change the current arrangement - perhaps in another or part of another building. Continue using real people for this service and face to face.
do not close a vital service.
Do not close it.
do not close services, but instead integrate them
Do not close the TIC
Do not close the TIC as it works very well and there is no way knowledge could be replaced.
Do not leave the community without this vital service.
DO NOT MAKE THE CHANGES.
Document mentions other locations / venues have been explored / dismissed. Could net be cast wider. Post office now pop up in various locations including retail shops / village halls etc. Have all avenues been explored. Eg relocate of TIC? I recall that Newton Abbott TIC is indoor market. Teignmouth has a mobile unit in a carpark. Good Luck!
Don't change things. Indeed have staff until late on show nights.
Don't close this valuable service
Don't do it! Or, have the TIC move to the Marine Parade and have less opening hours and maybe different hours in high season to low season. Ask local businesses who are represented via the TIC to make a nominal donation each year. Ask some of the town fundraisers to donate some of the raised funds to the TIC. Have a mix of volunteers alongside paid staff.
Don't make the changes.
Don't shut this vital asset on our high street and find the savings elsewhere
Don't change what already works well
Don't close it.

Dont close it. Stop being so narrow minded and see the bigger picture for what is best for Lyme Regis.
Don't close the TIC ;)
Dont close the TIC. Save money in other areas. Cut down on unproductive admin staff within council offices.
Dont do "proposed"changes Rehome - the TIC was fine but because the town council want to generate funding by utilising the premises in a more financially viable way then it has put the TIC into the spotlight and brought it to your notice and it is easier to just close- a popular seaside town without a TIC - just a website to look up- very welcoming - not - and its not just tourists who would lose out- I often call in my local TIC for information about events or get tickets and have bought some maps etc Rethink Rehome Regenerate
Don't do it or provide a proper alternative
Don't do it, or offer another site? Why can't it be in the pavilion on the sea front which always appears to be under-utilised.
don't do it. put energy into extending the provision.
Don't make the proposed changes, people can access TIC on foot, no need for parking. Leave things as they are. And make sure the public toilets are well maintained and sparkling clean 24/7 for the holidaymakers, it gives a good impression of the town.
Don't rely on internet/online services. Yes, might work for under 25's, but a lot of your visitors are in older demographic.
Don't resort to screens!
Don't shut the tourist info.
Don't take a vital place away from the area or the tourist.
Dont take the face to face value away. Interaction is needed to at least keep familiarity
Don't withdraw it. Lyme Regis is a worldwide famous destination and having a TIC is a valuable asset for visitors
Dorset Council & Lyme Regis Town Council need to work together to find a better solution to satisfy all involved.
Dorset Council and Lyme Regis Town Council should agree to provide the TIC in the Lister building through a sharing of budget responsibility.
Dorset Council could work hard with the Town Council and local businesses to effect a long term solution. It should not conduct a public consultation simply to go through the motions and then just close it anyway. It must be prepared to come to a workable compromise.
Dorset Council must prioritise where it spends money, but it should still ensure that the very valuable service of a TIC is provided in such a beautiful town which offers so much.
Dorset Council say they are front facing council for the people of Dorset. Look after the visitors by giving them face to face they are the people who give the people of Lyme their jobs and money into the town
Dorset council should think a long term effect of this matter, rather than fiddling figures on the account paper.
Dorset council sourcing different more cost effective premises within the town
Dorset Council to provide a building and staff with split job/shift by 2 information person supported by volunteers, on a rota basis many locals enjoy sharing information but may not be able to commit to regular hours. Calling on the many volunteer groups in the area maybe the answers to reducing staff cost while providing a much needed service
Dorset should recognise the revenue generated by this service. This seems short sighted. Many do not do all their research and booking on line.
Do't close Lyme's TIC.

Embarrassing the town with their short sightedness!
Engage volunteers to man an information point. eg in the Jubilee Pavilion as in previous years.
Ensure that the venue is central and accessible to all and that an employed member of staff is always on site.
Ensure there is a physical location and people available to help.
Establishing the manned service in another public building in Lyme Regis
Explore a more high profile presence eg. sea front Touch screens are unreliable and often don't work - need face-face contact.
Find a new building or office for the information centre to continue as it is This is a vital service to locals and tourists
Find a new location to run the TIC from in its current form.
Find a place where the TIC can continue to operate in Lyme Regis
Find a suitable premises and continue with the great service that is currently provided.
Find a venue for TIC staff to provide their service.
Find a way to retain and fund the current model.
find alternative premises for service to continue as it is
Find an alternative location and use the business rates that are collected in Lyme for the benefit of Lyme and its visitors. Failing that give some of the business rates collected to the Town Council who are very capable of running the the TIC.
Find an alternative location to continue the service in Lyme regis. Look at success of business models for Bridport and Swanage
Find an alternative location. They do exist (Jubilee Pavilion...??) and boost the online presence of the town's tourism offer with better online information (more professional and user-friendly and a dedicated free Lyme app). If this was sponsored with local businesses or operated collaboratively in some way, the cost could also be defrayed.
Find an alternative venue. Keep the TIC staff employed. Keep Lyme as a place which welcomes tourists.
find another area to cut costs the tic is a vital and important part of lyme regis
Find another building in Lyme Regis that could be used as the TIC.
Find another location for the TIC, eg put the post office, smiths and the TIC together in one building. Or locate it at the entrance to the new hotel being built on the seafront. Or locate it at a desk at the town museum, somewhere where the public will come by. It could also go at the centre of Marine Parade in the Jubilee Pavillions. It needs to be manned by professional PEOPLE !!
Find another premises and CONTINUE TO EMPLOY PEOPLE.
Find another property for them
Find another venue within Lyme Regis for the TIC to continue providing a valuable service
Find another venue. What about the shelters? Already an enclosed space. X
Find property with Council resources such as the little used space in the pavilion building on the front
Find somewhere else and keep the TIC open. You have the building on the Marine Parade....come on use it
Find somewhere else for the TIC.
Find somewhere where a small TIC can share premises - perhaps the town mill or post office.

<p>Firstly, stop the public disagreement about who first denied access to existing space. Second, sit down and talk like grown-ups about promoting Dorset and, especially, the Jurassic Coast. Third, think long and hard about the cost of IT solutions - they are not free (expensive personnel, oncosts, hardware, storage, backups, security) and can be very unresponsive when things change fast on the ground. (Websites are not Twitter!!) It should be simple to agree a space exists that can be used by someone and then decide which group of people are best placed to provide a service. Sorting out who pays what to whom is the next layer down as an empty room is just a waste of everyone's money. Online resources are good and TICs do need FB/Twitter/Insta presence but to rely totally on that misses the point entirely that holidaymakers with an icecream in one hand and a child in the other just need a person to talk to.</p>
<p>Focus on the services that the TIC currently offer....and workout which are priorities...consider various options for delivery (online, touch screen, paid staff, volunteers, etc) and then workout if one physical office is really required....</p>
<p>For heavens sake why can't you people grow up and start talking to one another. Seems to me that there is a lot of tit for tat going on. Both councils are at fault here and don't set a very fine example of governance</p>
<p>fully fund a tic in Lyme at marine parade</p>
<p>Fund the TIC maybe in the centre of the shelters on Marine Parade</p>
<p>Get Palmers to sponsor a new office in the Three Cups.</p>
<p>Giving consideration to direct interaction between people, instead of only the financial impact of decisions made.</p>
<p>Going into a town centre facility and sharing a space?</p>
<p>Good question! I haven't got a better idea!</p>
<p>Has the museum any viable space?</p>
<p>Have a seasonal operation running from March - end of October. Face to face contact is important.</p>
<p>Have other revenue making business in same building?</p>
<p>Have professional oversight of a team of volunteers</p>
<p>Having a local alternative site in LRegis would be the best way forward.</p>
<p>Having face-to-face assistance in some form is better than scrapping it for just the website. We can look at the website at home, but when you are a visitor in town, who has come as a tourist and doesn't know anyone, then it is very useful and comforting to have an actual person to come to when you have a problem or need some help.</p>
<p>Highly trained, knowledgeable staff based in a central, accessible position that enable EVERYONE to benefit from advice with a knowledge of beyond the obvious enhance to the tourist trade. I believe the options are a scheming way to direct us to a limited outcome to suit the council not customers, facilities eg Marine Theatre and the businesses we rely on will suffer in the future. I feel it is a short sighted not strategic forward thinking survey/solution options.</p>
<p>Hire a new place or put it at the side of a local council office in a spare room to reduce the rental of a property.</p>
<p>how about by not closing the service?</p>
<p>How about keeping it open. There must be an alternate location somewhere close by.</p>
<p>How about leasing another property locally and moving the facility to the new site.?</p>
<p>How about moving the location to the The Jubilee Pavillion - its empty</p>
<p>How about reducing hours of current facility? Rather than losing it completely - as long as this could be well documented/ advertised. People would need clearly signposted opening hours etc... shame to lose this wonderful facility though.</p>

I am a frequent visitor to Lyme Regis and every time I come here, I visit the Tourist Office to establish information regarding transport and local events and businesses. I feel a face to face facility to provide such information for tourists and locals is essential. An informative and efficient tourist office is imperative for such an attractive resort like Lyme Regis and its very presence encourages tourists. I regularly visit France and always head for the local tourist office wherever I am staying. The French tourist offices are thriving and a massive source of information for visitors, with extremely helpful linguistic staff. I have always felt the Lyme Regis tourist office provides the best service similar to the French offices. It would be absolutely tragic to close the facility in Lyme Regis, the best option would be to relocate it to an already available and vacant building on Marine Parade.

I am extremely concerned about the effect that the closure of the TIC would have on Tourism in Lyme, and I would be even more concerned if I still managed the Marine Theatre Bar and experienced first hand the importance of the TIC in promoting Laval business, including the Theatre. The Shelters rooms under the Memorial Clock is an ideal place for a move by the TIC. This space is underutilized and would compliment and enhance the businesses either side.

I am sure that through council have investigated this but is there no venue where paid staff could be accommodated at less or no overhead costs? The increased footfall of visitors to the information service could be beneficial to the shop or gallery or cafe that provided This.

I am unsure: has a cost/gains analysis been done?

I believe the TIC should be moved to another premises such as the centre of the Shelters, which currently stands empty most of the time. Visitors often ask us where the TIC is and need directions to the current location. Siting the TIC in the Shelters would increase footfall and therefore provide opportunity to promote the town.

I believe this device should be kept, and relocated to another vacant property such as near the bay hotel on the seafront.

'I can't answer this one' sorry.

I disagree strongly with your proposed changes

I don't feel I am in the position to give any advice on what to do, except for one general point: If it is possible to reduce costs at the administrative level rather than at the front lines, that would be better for me as a tourist coming off-season

I don't know why the town council want more space for greater access to their service. I do access the council offices occasionally - about once or twice a year to obtain a residents' car pass but there are rarely other people there. The TIC on the other hand always has people in it, enquiring about events, accommodation etc. If the town council are adamant about taking over the TIC premises they should be prepared to share them, keeping on the paid staff who provide such a good service.

I don't like or support any of the three proposals. Surely it is an essential service to promote the town and encourage many return visits! There are still parts of Lyme which I have only recently found out existed. eg. the restored watermill and the events (xmas band concert).

I don't like those options. Thank you

I don't think these proposals are workable here in Lyme. Web sites, touch screens cannot effectively take the place of the professional giving advice. The TICs are the key part of a tourist strategy for Dorset and Lyme Regis.

I don't understand why you are closing it. Cutting costs in the wrong places will affect the businesses in the town hugely.

I feel it would be better to look about getting support funds for the TIC as it currently stands - whether that's through methods like fundraising, or whether it means looking to see what else the TIC could offer that would help it generate some funds to support itself.

I feel strongly that the TIC should have a continuing face to face presence in the town. If remaining in the current TIC building is not an option then alternative premises on the seafront or accessible to the town centre should be considered urgently. The impact of Options 2 & 3 would basically be to render Lyme without a proper information service at all and could not really be reduced.

I get the impression that not enough effort has been given to finding alternative premises. Isn't there space in the shelters - that seems to me like a good location.

I have already been told that Dorset Council and Lyme Regis Town Council have not even had a meeting about this, when I went to the consultation meeting 10 days ago, so that would be a start. It has also been reported that the cost of £87,000 is needed to fund the care of the elderly population in the county along with other essential services, so it would seem not matter what anybody thinks, it is already been decided so this survey feels like it is being done to tick the boxes and been seen to be doing something, when in fact it is already a fait accompli!

I realise that information can be provided via technology but i feel we are underestimating the value in a personal conversation. I would personally like to see the shelters utilised for this service in some way with a fixed person(s) on hand which could also provide information on other topics, such as recycling with the town, the shuttle bus (if continues) and be a point for any lost children etc.

I reiterate I feel the face to face service currently offered by trained members of staff is a highly valued and highly needed service for Lyme regis town, it's tourism and tourist attractions across the county. I feel it is vital this model of service continues.

I think given the huge numbers of visitors to Lyme the only solution is to find an alternative building for the TIC to move to.

I think it is a great shame that Dorset is reducing its TIC services for a county so reliant on tourism. We have a pop up shop at Weymouth Library and I often hear people coming in to ask where the TIC is. They are aghast to hear there isn't one. It seems shortsighted to me. I know websites have their uses and I use them too but nothing replaces the knowledge and personal approach of the TIC staff. I cannot see how they can be effectively replaced as ambassadors for the county.

I think it's important to make access to tourist information easy and available. If the TIC are booking tickets and accommodation, their work must surely be saving small businesses and the theatre, precious time from dealing with customers and doing administrative tasks. The TIC must surely be helping to promote local attractions in the area, seems a shame to eradicate them, though I appreciate times are changing, sadly.

I think local residents worry about our local workers losing their jobs - it would be sad if the employees of the TIC weren't given alternative work.

I think that more people will begin to take uk holidays, and that by reducing your tourist facilities in Lyme you will miss out and the local economy will suffer.

I think that not having a TIC in a popular and busy town like Lyme Regis would be detrimental to its reputation. If the Town Council could be persuaded to incorporate the TIC in their offices in some capacity that would help? Just don't get rid of the TIC!

I think the closing of the TIC needs to be reconsidered.

I think the current service should be provided in an alternative location, and it is a false economy to close it. It could be combined with something to draw in more people, is this is the problem, such as a cafe, museum or gallery.

I think the reputation of the town on its tourists is paramount to the survival of the Lyme Regis tourist trade

<p>I think the TIC could sell more merchandise made by local people or have art installations to increase revenue if that is what is needed. In my experience people come to Lyme Regis because it is a small friendly town not to shop in Tesco's, Mountain Warehouse or Jules. All the negative comments I have had from holiday makers has been about the fact that Lyme Regis is becoming the same as every other small seaside town and losing its identity.</p>
<p>I think the TIC should be moved but within Lyme, how about on the sea front where the mobility beach scooters etc are kept ? idel location</p>
<p>I think there needs to be some sort of information service available where there is the opportunity to engage face to face with someone who knows Lyme and its facilities. I am not aware of any town the size of Lyme which has a large number of tourists and many businesses dependent on tourism that has no Information Centre. Many visitors are older people, and many of these do not use the internet but prefer a personal approach for information. There are also many overseas visitors who would expect to be able to access information about the town and surroundings while they are visiting.</p>
<p>I understand the need to relocate the service but feel it is a very valuable service to both tourists and residents. Why is it necessary to remove it?</p>
<p>I understand the Town Council are quite well off with large reserves. If the funding from Central Government is being withdrawn then surely the Town Council should fund it. The Town Council staff seem to be under great pressure so closing the TIC would seem to shortsighted. I feel they should see it as part of their service to the Town.</p>
<p>I will so much miss the help of the tic. If relocated to a more visible location on high street would be useful</p>
<p>I would like to see a TIC retained in Lyme, but understand financially this will probably be impossible. It is a great shame and in my view not progress or user friendly at all. People and face to face contact are very important and we lose them at our peril!!!</p>
<p>I would suggest basing the TIC in an existing business to avoid the overhead of property costs that way the existing business could benefit from additional business, the TIC would not have to bother trying to sell goods.</p>
<p>Ideally as the council can not afford this service a part voluntary and part paid service could be provided. I am sure very much like the life boat shop people who do not work could be found to staff the centre. I expect finding he right premises would be key. Some shops are available for rent for 10k per annum</p>
<p>Ideally by relocating the TIC elsewhere eg the esplanade in the unit near the performance area. It seems a logical location?</p>
<p>Ideally needs to be near the clock or along the actual front, not "lost" and hidden away elsewhere in the town.</p>
<p>If Dorset council is no longer willing to invest in the tourist sector of Lyme Regis - early evidence of unitary councils ignoring the periphery of the county - then a volunteer- and town-council run service either in council buildings or in the buildings associated with the Marine Parade shelters would be better than nothing. Perhaps the Lyme Development Trust could also look into using the tourist information service as a vehicle for providing job experience for local sixth formers to help with their CVs etc. Countries with successful local tourist models - such as France, Germany and Italy - would be very unlikely to remove the investment in tourist information centres. This consultation would be more impressive if it did not rule out variants of the status quo from the outset.</p>
<p>If it ain't broke, don't fix it!</p>
<p>If it's not efficient and/or making money, just close it.</p>
<p>If LRTC is prepared to take on the accommodation referral services that Visit Dorset currently provide through the TIC.</p>

<p>If necessary, the TIC could operate out of a mobile unit which could be located in one of the many car parks or on the seafront. It seems madness to take away an asset from the town which depends on tourism for its survival.</p>
<p>if needs be, then move it somewhere prominent and use both volunteer and paid staff to operate it on a full time basis. The Pavilion on the front would be the place for it, although not as convenient.</p>
<p>If opting for Option 3, the current staff should be retained on their current terms and conditions.</p>
<p>If the building has to be vacated then find another property that can be used and move it to there.</p>
<p>If the council need the building why can't the TIC be moved to the sea front buildings</p>
<p>If the current building can no longer be used, relocating would be an option.</p>
<p>If the current building is no longer available/viable for the TIC service then to find a suitable alternative central location and keep the much needed 'face to face' TIC service.</p>
<p>If the current premises really are no longer tenable, then alternative premises on the front could be found. IT IS DISHONEST TO CONDUCT A SURVEY GIVING ONLY THE OPTIONS THAT THE COUNCIL WANTS.</p>
<p>If the current TIC could be rehoused in the town, as they must be space in some council property. The Lister room on the parade shelter never seems to be utilised to its full potential and would be ideally positioned.</p>
<p>If the current TIC must close, then replace it with another one.</p>
<p>If the current, up to date, leaflets, brochures, maps and information could be made available to collect and display at our guest house we could at least offer some continuity of service.</p>
<p>If the local council had not insisted on giving notice, would the present issue have been raised and if not then it would appear to be a knee jerk reaction to the present predicament. If the present system is not broken don't look to abandon it just do some modifications that can improve it?</p>
<p>if the take-over of the existing TIC is unavoidable (questionable) then a good alternative site would be the Pavilion on the Parade which is grossly underused and from experience as a volunteer when it was used as an information point there is a strong demand from visitors for the service. As far as costs are concerned, either the Councils want to serve our visitors well and see the benefits to the area as well as the town or they are prepared to see a lowering of service. Opportunities for increasing net revenue should be explored</p>
<p>If the TIC is to close at its present position you should look into re-homing it along the Marine Parade in the shelters which would be an ideal place to put it as it is under used as it is. Are all TIC around the country about to close. Why should we lose a facility that benefits the town? You won't know what you have until you lose it and then it will be too late</p>
<p>If the town council wants their building back, heaven know why, then they must accommodate the TIC in another facility of their choice. The TIC is an asset, and once lost we will never get it back.</p>
<p>If this is handled sensitively taking into consideration the views of those using the TIC and the staff.</p>
<p>If you want to promote your area, you need the right knowledgeable structure in place.</p>
<p>If you want tourists to come to Lyme Regis it is vital that you provide a professional and personal information service.</p>
<p>If you want tourists to visit in their droves, you have to provide a basic infrastructure. Closure of the TIC means goodbye Lyme for us</p>

Improved collaboration between Town and County Council. Collaboration with the Museum which could also be more used as an information point. A much improved website of information for the town would be useful. Lymeregis.org website reads more like a holiday company brochure and not comprehensive eg where is a list of EU charging points under Parking. Why is Swift a pub? Why is the now closed French Lieutenant's Bistro still listed, where is Poco Pizza in Restaurants?

In a holiday location which appeals to such a broad demographic especially where visitors enjoy the opportunity to discuss the range of local attractions, simply replacing with a touch screen or worse, completely removing the service seems a curiously short sighted approach for a town where tourism is such a vital component of its local economy? Is there a copy of the local economy impact assessment that surely must have been undertaken available for public viewing please?

In a word, NO not really. If Dorset Council go ahead and close the TIC, relying on an online facility, or a touch screen option, then they, Dorset Council will ultimately be the losers. Lyme Regis businesses will suffer / close, income will fall, and it may become another coastal location with empty premises. Dorset Council should be encouraging visitors to Lyme Regis in EVERY possible way - closing the TIC is not the way to do it.

In my view the vast majority of the key targeted new and repeat visitors are smartphone literate + digital natives, and could access a well-run Lyme website so absolutely NO NEED for face to face. The very few that turn up on spec can just take their chances. It's sad commentary on the state of Lyme visitor sector if they are still hankering after the 'rose-tinted' old model - time to retire I say and hand over to new digital-savvy owners. I would like to see those who benefit from tourism to PAY for the TIC service. If the service is effectively built on a self-posting platform with a contracted web operator and quality controller service, then tourism businesses would have to subscribe. That would soon sort the serious business from the lifestylers & freeloaders. The Town Council would then be tested to see how serious it was about visitors and could then choose to pay a subscription to raise the profile of tourism assets and public sector events in its care.

Incorporate TIC into different premises to save on costs but keep the same model of working.

Information boards with tide times and local events information on sea walk, Cobb and clock tower

Invest in tourism for Dorset. Lyme is one of the few destinations left in Dorset with a national if not world wide profile and the Council intends to close the TIC!

Invest more in tourism. Attract more people. Boost the public transport and the perks of the area even off season i.e fossil hunters or wilderness lovers will come regardless.

Is there space somehow somewhere to house the TIC in the Marine or the Museum or another business premise in the town?

It has all been decided in advance, the TIC will close and you are just going through the motions to make it look like democracy.

It has been thought that the Town Council is proposing to move elsewhere, so what purpose do they have for this accommodation? Raise Council Tax?

It is good to see that the Council realises there will be an impact. To state the blindingly obvious the whole point of the a professionally staffed TIC is the human interaction that it provides. It is not a case that people who go into the TIC are online-illiterate, people use both. But the TIC provides information and an interaction a website cannot.

It is of great importance to have an outlet within our town that people can reach easily as the TIC promotes our town for so many reasons. The staff keep fully informed about as many aspects as possible which can only help business for Lyme Regis.

<p>It is vital that Lyme Regis retains some sort of face-to-face TIC provision, and if this has to be through a team of volunteers, then so be it. The town relies on tourism, and many visitors would not be happy to use only a screen-based or web-based service. I would like to see the council investigate the possibility of a service in the central room(s) of the Shelters on the sea front. This area is already used for tourist information in the high season and seems to be unused for the rest of the year. If this has already been considered, I would very much like to know the reason it has been rejected.</p>
<p>It makes a real difference to have a knowledgeable person to ask for advice, even though I am local, I need often to ask for further information.</p>
<p>It must be a priority for the town council. Lyme exists for its tourists, it's the major economic source of income.</p>
<p>It really only by having something similar even if it was with reduced hours</p>
<p>It will affect the tourism of this town if there was no information centre</p>
<p>It would be preferable to keep the tourist office as close to its existing setup as possible, maybe reducing its office size (smaller/cheaper office premises) , employee numbers, hours open , hopefully enabling the office to remain open promoting Lyme Regis all its visitors (being a prime source of income) and locals alike.</p>
<p>It would depend on the change. Nothing beats person to person contact for information and service even though we are in the age of technology</p>
<p>It would help to be kept informed of the service as the changes happen.</p>
<p>I've been to self-serve TIC elsewhere and it really isn't the same level of service - especially for someone that doesn't know the area. When travelling on holiday I would say it feels a safe option to use council service and not just private agents for booking stuff. Thankyou</p>
<p>Joint funding from various sources and housed in the Pavillion Building on sea front.</p>
<p>Just don't close the tourist information centre</p>
<p>Just don't get rid of the TIC altogether. Even a part time presence is better than none.</p>
<p>Just keep it open!</p>
<p>Just leave it as it is !</p>
<p>Just move to the pavilion on the beach and keep the staff. Reducing jobs for locals is not good for anyone.</p>
<p>Just transfer the service to another building in the town, eg Jubilee Pavillion Don't understand why you are not considering this along with other options. None of the other options can adequately replace a face to face service</p>
<p>Keep a definite Tourist Information Centre venue.</p>
<p>Keep a face to face interaction.</p>
<p>Keep a manned TIC in Lyme if needed move to a different location - empty council building along sea front would be ideal. appears to only be used for storage.</p>
<p>Keep a personal service for visitors. It's more friendly than a machine</p>
<p>Keep a TIC open ! Perhaps share a space with another business in the town or in a cafe or restaurant. Basing all these services on the internet is a bad decision, we need to get back to personal service and away from technology before it drives us all mad!</p>
<p>Keep and value real people.</p>
<p>Keep any changes local. Every time I visit the current site it is busy, at all times of the year</p>
<p>Keep as is</p>
<p>Keep as it is preferably!</p>
<p>Keep face to face contact and keep looking for a base to operate from. Is there no shop that will space share? Has this truly been flagged up? It seems that you have made up your minds already to do away with it.</p>

Keep face to face. Keep core of expert staff perhaps bolstered by volunteers in summer months. Find a way of keeping it in centre of Lyme where it is most useful ie at the present building Have some automated info eg access to internet connected screen Be proud of good tourist services -I have travelled the world and I always opt for face to face when I find it eg this year New Zealand tourist offices in small towns have taken me to experiences and got me spending money locally Don't be stupid!
Keep it open
Keep it open
Keep it open and fund it from the huge surplus from car parks etc
Keep it open!
keep it open, better sited and invest in its commercial potential
Keep our Tourist information Centre open! Please!
Keep people.
Keep professional paid staff who provide added value to the local economy and community, that if properly costed would show that they pay more than pay for themselves
Keep some form of shop Some physical information source, maybe in conjunction with the lifeboat station. During lifeboat week and carnival have an event hub/information stall
Keep the current model, perhaps reduce opening hours.
Keep the current tourist information office open, Or if needs be, move it to another premise.
Keep the existing facilities but open in another building
Keep the existing facility. I don't believe the proposed alternative use will have any impact other than the adverse one on the towns information capability.
Keep the existing office open
Keep the existing staff but relocate to a different premises.
Keep the facility open for the residents of Lyme and the enormous number of visitors it attracts each year - numbers continue to rise and will do so next year especially with the release of the film Ammonite bringing more interest in the town.
Keep the human side and encourage volunteers. Perhaps share the Nat Trust building along the front and have a desk in there. This would encourage even more visitors as more passers by will see it.
Keep the Lyme Regis TIC open as it currently is.
Keep the office open.
Keep the people employed in an alternative site. You could of course charge more for your car parking during Summer peak periods (currently £2per day at Holmbush) to pay for the staff.
keep the present formula to staff and central location. All are excellent.
keep the staff and find a different location please
Keep the staff currently doing a fantastic job.
Keep the staff you have already they are the best people for the job. And move the tic into the jubilee centre on the marine parade
keep the status quo
Keep the TIC and transfer it to the building on the promenade which is a waste of space at present. It is also council property in a prominent position.
Keep the TIC as it is of course!
Keep the TIC open and staffed with employees
Keep the TIC open for visitors and the local community.
Keep the TIC open in another location

Keep the tic open! Yes, people use the internet a lot more now, but the tic provides so many other services (bus information, tickets etc) that are difficult to access on the internet. It seems everything is down to cost now. Lyme is a seaside holiday town and, in my view, a tourist information office is essential.
Keep the TIC open, supplement with volunteer staff in busier periods (look to the US National Park Service volunteer program for examples - volunteers commonly help to staff information desks). Streamline spending by thinking out-of-the-box instead of just using a 'cut this, cut that' mentality!
Keep the TIC run by humans but put it elsewhere in Lyme.
Keep the TIC running at another location.
Keep the TIC Why not relocate it to under utilised space on the marine parade. would have a larger reach in a more central position
Keep the tourist info office open and funded. Use of volunteers Sharing of duties.
KEEP THE TOURIST INFORMATION CENTRE
Keep the Tourist Information Office open.
Keep this as they are. Lyme Regis is a major tourist hub in Dorset. Visitors expect a tourist information centre. Closing it will affect Lyme's status as a tourist destination
Keep TIC in situ. Or move to another location on marine parade.
Keep TIC open.
Keeping the face to face service!!!!
Keeping TIC open and promoting sales a lot more to generate income. Siting TIC in town centre or sea front would help enormously, with increased footfall and therefore increased sales. This would help to make TIC more viable.
Kept it professionally staffed
Key information, i.e. Through short films as well, as written text, be kept up to date on town social media.
Leave as is
Leave it alone. This council does nothing to support our area and visitors
Leave it as it is
Leave it as it is !! Not all change is good. Lyme is a town that develops everytime we visit - food, pubs , retail you need Tic to promote and encourage. And to bring that friendly Lyme feel. It would be a backwards step for it to go
Leave the current situation as is, or move it to another local suitable location. The Pavilion for example, or the Langmor or Lister rooms, all of which are frequently unused.
Leave the TIC as it is... it's a hub for Lyme Regis and tourism in Dorset.
Leave the TIC in their present building.
LEAVE THINGS AS THEY ARE. THE TOWN COUNCIL SHOULD PUT THEIR BRAINS IN GEAR IF THEY HAVE GOT ONE!!!!
Leave what works well alone.
Leaving things as they are and look for savings in other areas.
limit the staff to one person, limit the hours of opening to mornings only and move the facility to the very underused shelters on Marine parade.
Local businesses are often recommended when personal requests are made. No computer based systems can understand or cope with many of the requests made.
Look at the options - eg empty shop opposite bookshop. Integrating into Post Office. Town Centre (manned) TIC much more valuable than seafront one.

Lyme has massive traffic problems, especially in the summer. If park and ride were adopted together with pedestrianisation the problem of finding accommodation for a TIC could be solved by moving it to caravans/timber structures sited at the entry point car parks and/or drop-off point in town. For an example, see the South Somerset TIC on the Cartgate roundabout on the A303.

Lyme is an important and busy tourist destination and so access to a TIC is hugely important. Find somewhere else (along the main seafront) to put it but don't get rid of it

Lyme Regis a very popular holiday destination , I've been coming for 20 years.....to make such a drastic change will, be Detrimental.....surely I the council should be further promoting this wonderful part of the world. It's part of the world heritage site how can you not want to promote that further ?????? Interactive vs local, specialised knowledge !!!!!?

Lyme Regis considers itself as a Tourist Destination. Surely it is imperative to help those Tourists? Do you really want to give visitors the impression that the town as a whole just wants to take the money, possible squander it, and make the tourists feel "not that special" and basically a nuisance because they clog up the car parks and streets? where is the attitude for customer relations? Without the tourists the town will lose its major source of income and then of course there is not really much point in having such a large town council.

Lyme Regis is a busy local and tourist resort. Businesses would not survive without visitors from both home and abroad. It is a vital facility.

Lyme Regis is a tourist and residential town and having machines - that always are not fully functioning - can be negative. Nothing beats having a person to get immediate information from and they also know how to get details that are not so obvious. Also what about last minute changes?

Lyme Regis is an extremely popular and busy resort. The TIC is much needed despite Dorset Council's insistence that people can get information on the internet.

Lyme Regis is loved for its' quaintness, among other things. The fact that the town has a TIC is a bonus and must be preserved. There wouldn't have to be any impact if you manage money correctly, which most councils don't and then, eventually things like this happen, all too frequently these days.

Lyme Regis is one of Dorset's star attractions and surely one where visitors would expect to find a tourist information centre. I think it would be possible to come up with Option 4, whereupon a local shopkeeper adds TIC to their provision and stocks some of the information (free or sales of maps). This could have an ongoing benefit for that shopkeeper by increasing their footfall. This works quite well in eg Chagford in Devon

Lyme Regis is the "pearl of Dorset" and attracts a large number of tourists each year which benefit the Dorset economy. Rather than seeing a TIC purely as a cost, it should also be regarded as an investment. We should be careful to maintain the attraction of Lyme and not get sucked into the idea that these human services don't matter.... otherwise we will lose more than we gain by closure.

Lyme Regis is well recognised as a tourist resort and its businesses derive much of their income from visitors. Perhaps our businesses could be encouraged to make a financial contribution to the running of the TIC?

Lyme Regis relies on tourism. Taking away the Information Centre might save the council money in the short term but would be detrimental to the town and its businesses in the long run. I think it would end up being a false economy.

Lyme Regis' visitors are stereotypically older. The older generation love to be able to go and see/speak to someone in person. I think when you are in a place you do not know, having a TIC can make a huge difference to your trip and increase satisfaction levels. If there wasn't one, you may not see that location to the full potential as may not know what is in the area or what is available to do. Not everyone has computer access or ways of researching information. A touch screen self service terminal would be good, however not suitable for all needs. You would only be appealing to a small fraction of the audience.
Machines would not enhance the visitors experience or give a face to Lyme and would certainly be underused by the older demographic.
Maintain a similar service provided by Lyme Regis Town Council with face to face staff.
Maintain at least one full time employee.
Maintain the browse function so one finds not only what one is searching for
Maintaining a face to face service instead of having to interact with a computer screen / technology may be difficult to use for elderly residents and visitors.
Maintaining the existing service
Make it slightly smaller perhaps, if you have to. Put the office somewhere else - but don't get rid of a perfectly functioning organisation. It's madness. We are proud of what we have. With so much going on in Lyme all year round, people want extra info + perhaps info they didn't know was available. It's got a super reputation which has built up over the years.
Make some staff paid and some voluntary?
Make sure that the provision through another delivery model is widely advertised and signposted in the town, so people can find the service.
Make sure the people currently working there are impacted as little as possible and make sure any proposed changes are suitable for all types of people and don't just replace the service with a screen- we need social interaction and less screens
Make the TIC earn money you selling more things so it can aim to be self funding
Make use of existing buildings and stop taking away the amazing people who work in Lyme. We don't need more computers!
Make whatever solution that is adopted / proposed is human based and customer friendly. A Dalwek based solution would be useless / hopeless.
Marine Theatre organised different system for purchasing their tickets instead of using the TIC as a sales outlet. Information booklets and maps could be carried by local book shops. The interactive map that Lyme Regis Town Council is developing Wood address visitor issues with navigating the town and information about local services and shops.
Maybe a smaller space within an existing shop/cafe or at national trust?
Maybe consider times of opening, maybe consider having a mobile phone for an 'out of hours' service for urgent issues?
Mixture of full time and voluntary
Model it on the excellent Charmouth Heritage Coast Centre
Money was ring fenced to provide TIC services with paid staff. Ask staff for their suggestions.
More publicity for the area in national publications. Notice boards
Move into another location in the town that is readily accessible to visitors
MOVE IT TO FRONT OFFICE AT SHELTERS. .
Move on from past disputes within the Town Council here, and between the Town Council the county council.....although right on the edge of this huge county area, this town and its people matter, and this town and its people want a tourist office for its many visitors who love to come here.....you'll be depriving thousands and thousands and impoverishing their holidays and experiences.... Why change a perfect situation...stop squabbling and stop seeing it only from the cost perspective.....what it offers cannot be costed....it is priceless.

Move premises to incorporate within another business or facility eg the museum. Reduce costs and overheads of building.
Move site back to front. If you close it you are cutting your nose to spite your face
Move the current TIC to the building on Marine Parade next to the national trust shop. (Better access for passing people) ideal site for TIC.
Move the office to one of the disused buildings on top of marine parade, never seen these meeting rooms in use age what a perfect location
Move the TIC to a better place and mix of bu tests and paid staff - the community shop model.
Move the TIC to a good location, minimise and continue the great service.
Move the TIC to a prominent town centre position, expand the hours (especially winter sundays). The provision of tourist information in a town that lives and thrives on tourists would appear to be a no-brainer, even for our increasingly distant dorset council.
Move the TIC to Jubilee Pavilion. It's a perfect spot, underused and empty.
Move the TIC to the glass fronted museum, rationalise the work sharing during quiet periods and perhaps administer the Beach Huts from the TIC instead of the council.
Move the TIC to the jubilee pavilion which is really at the heart of the tourist / visitor area.
Move the tourist information into a empty building ie : Lloyd's Bank building or any other empty unit or the Marine Parade Information office
Move the tourist office to another location or find somewhere else for the council offices.
Move TIC to the Pavilion but continue to provide the service face to face.
Move to a cheaper to run premises in the town a d rent out the current facility to raise income, use the difference to fun a permanent staff
Move to another office.
Move to another site - eg the library.
Move to another site. There are at least three empty shop premises. One has been empty for at least seven years or move into the library.
My major concern is ensuring that events which rely on public support are adequately publicized. A well-maintained, prominent and appealing notice board near the clock tower or on the sea front, in other words where many people pass, might help.
My priority would be to keep a manned TIC in The Town centre. Although I have filled in this survey as a visitor, I am in the process of buying a flat in Lyme and plan to live there in the future. To simplify the function of TIC, as in our TIC, it could be purely an information office.
N/A
n/a
Need to get locals and tourists involved in what they want to listen to their views.
No
No
no
No
No
No
No
No
No
no
No
No
no

no
No
No
No
No
No
No
No
No
No
No
No
No
No - It is a waste of time anyway
No - just don't do it! Lyme is always busy, it is a year round destination and not having a person run TIC is shameful.
NO - THE CURRENT FACILITY SHOULD BE MAINTAINED & SIMPLY DONE IF LOCAL AND COUNTY COUNCILS TALKED TO ONE ANOTHER
No - the service will suffer unless kept in a similar format
No as closure of the TIC is final and would never be reinstated
NO I DON'T FEEL THERE IS ANY WAY
No its a terrible idea.
No just to say keep the office open!
No not really for all the reasons stated above.
No please stick with the personal touch.
No this is a service. You should find the money
No unless you give Lyme Regis Town council some money to fund a very local service but having experienced local versus regional tourist information services on holiday abroad a two tier service isn't satisfactory, a wider reach gives a better service especially for visitors.
No!
No! Any one of the proposed changes, including the Council's preferred option, would be the kiss of death for a service of any quality. It should surely be possible, in negotiation with LRTC, jointly to fund an alternative location in, for example, one of the (much under used) community rooms on the Marine Parade. In your presentation you have made much of the amount of money you have hitherto been spending on the TIC; has anyone done a cost benefit analysis of the amount of money brought into the town by tourism, much of which is promoted so effectively by the TIC?
NO! SCRAP THE PROPOSED CHANGES AND FIND SUITABLE TOWN PREMISES TO HOUSE THIS EXCELLENT SERVICE.
No, - it has reached a fundamental tipping point.
No, do not change the Tourist Information Centre...Lyme will be a poorer place without it. Like Weymouth and other Dorset towns who have lost their TIC.
No, it is very important to offer a face to face service. I travel extensively throughout the world and always locate the local TIC office to glean local knowledge and information, it's an important sales tool for the travel industry.
No, people would lose jobs and a TIC is important to the local community and visiting tourists
No, there will be a big impact. The council needs to find another way of offering a TIC and not use having to leave the building as an excuse to cut this valuable service

No, these ladies perform an incredibly important role in promoting the town and make people feel welcomed. Do you really think a touch screen could replace that?
No.
No.
No.
No.
No.
No.
No. It is a ridiculous proposal to have no people centred provision - shortsighted and damaging to the town
No. Even Seaton has a TIC! Lyme is such a key tourist town. Numbers visiting the TIC historically may be down, but recent research (as reported by the BBC) suggests that part of the reason for declining high streets, is that people are now choosing activities rather than products. More and more people are wanting experiences rather than 'things'. Surely Lyme TIC will be a big part of this new culture?
No. It is important that it stays the way it is. It is working beautifully.
No. It would be best kept as it is yet I understand the expense. Our interaction with staff was very positive.
NO. Suck it up and get a new office.
No. Taking it away is stupid. Surely we are all about promoting our town and giving visitors all the information they need to get the most from their visit.
No. The closure of the TIC as it currently is will be a great loss of a vital holiday destination service. Tourism is the lifeblood of the town and our visitors should be helped by knowledgeable people, not asked to queue up to press a screen on a machine.
No. The impact on Lyme will be devastating - we are becoming a allround year holiday destination and it is essential we provide visitors with this sort of info that can only be delivered by a dedicated team. The one that is in situ is brilliant you cannot replace local face to face information with machines. Convert the pavilion- it's an ideal place and I strongly believe the situation will give the TIC a better profile thus making more money for the council. DO NOT GET RID OF A GREAT COMMODITY THAT WE ALREADY HAVE. USE YOUR BRAINS AND LOOK AT OUR NEEDS. ENHANCE ITS PROFILE AND REAP REWARDS.
No. The tic needs to carry on as now and be in a central position so as to be easy for visitors to access. There is no alternative to the excellent face to face contact already provided.
No. These options are, in reality, no option in absence of the fourth and significant question - 'should Lyme Regis continue to be served by a permanent accessible TIC?'. These options, in reality, are the lesser of two evils.
No. You need to keep the Lyme Regis TIC providing the excellent service that it does.
None
Not at all. Retain a proper facility otherwise Lyme and its visitors I'll suffer
Not at all. The TIC I consider to be an absolute invaluable asset.
Not close it.
Not implement the proposed changes at all and re-consider relocating the office in Lyme Regis
Not really - I would be very frustrated if you implemented this cost cutting exercise. For a seaside town of this size/facilities, I think the options are very unattractive.
Not really as a small seaside town needs facilities like this to keep visitors informed.
Not really, it's a great service and seems an enormous shame to lose it.
Not really, needs to be there

Not really. Keep the Tourist Information Centre where it currently is or relocate it to an alternative prominent location along the seafront or somewhere on Broad Street.
Not really. My view is that this relatively small human service is excellent value for money, supporting the tourism income which is so crucial to Lyme.
Not sure
Not sure what this means
Not too sure
Not unless there is still the retention of a face to face contact point
Not without diminishing the service / experience
Nothing comes to mind at the moment except the desirability of keeping the Bureau running.
On most days the enforcement team require information or to report items I found for example wallets purses and in the past children. Via radio we know information is obtained in a instant from cobb end to town. With no police in Lyme too.
Once it's gone, it's gone, so any way in which it could be kept open would be preferable to closure.
One of the areas I work in is running a not for profit organisation that holds two events a year - the UK's only Sea Water Polo Championship and the Lyme Regis to Charmouth 3.15k sea swim. I also run an annual event at the Marine Theatre called Sea What's There that brings together 4 speakers who discussed and share information about what is happening to our oceans and how we can help them. I own a PR & Marketing communications agency that is not dependent on my being in Lyme Regis nor uses the TIC for business - however it does provide me with an insight and knowledge of what is happening in this sector and building customer relationships to gain profit and branding. I think what is missing in all these discussions is what the TIC actually does. Whilst it does everything you list it also does an awful lot more. It oils the wheels of a lot of activities in Lyme Regis (non profit, organisations, voluntary and business) for locals and supports tourism and other events, businesses and organisations not just in Lyme Regis but also in Dorset. The reason they are able to do this is because of the knowledge those individuals have by actually working in this sector, which can not be learnt/achieved by volunteers. Your website supports the work they do - it doesn't replace what a face to face experience achieves. Anyone working with customers in the current climate (i.e any visitor who visits or benefits from that knowledge) knows that online media and social media supports that business but is not the whole business. (I work in the digital sector where my clients include retail, entertainment and events). These days people gain information from multiple sources. Here are some of the ways I and people who attend the events I run use the TIC: As a not for profit organisation that runs events we attract people to take part in those events - locally and from other areas (including Dorset, Kent, London, Cornwall, Devon, Somerset, Bristol, Midlands, Wales, Hampshire etc).
Only by continuing to support an effective local TIC in the town centre.
Only by eliminating the second and third option. A saying comes to mind".....if it ain't broke don't fix it.
Only by keeping the TIC
Only by retaining a town centre professional TIC. A seafront one is no use to me - difficulty in accessing something on seafront. Too far from buses and parking.
Only by retaining the service. Whenever we go away visiting we aim to call at the TIC (if there is one) to find out what is going on in the area. It is nice to have a friendly face to answer any questions. Not everyone, especially on holiday, has access to internet, facebook etc.
Only if the TIC is viewed as a proper investment/business initiative, which will encourage spend by tourists and residents, and the business model is designed to not only provide a ROI but potential for investment.

Only one. Buy Bridge Buildings from Lyme Regis Town Council and put it to good use as a Dorset Council asset.
Open a TIC in the pavillion on the seafront. It is council owned and available. Staffing could be reduced in winter and increased in summer to cut down costs. It could include a touchscreen as well. Share costs between Town Council and Dorset Council.
Option 3 is the least bad if someone will take it on
Option 3 is the only possible way to go.
Options 1 and 2 are not acceptable. A compromise would be to seek volunteers to work alongside paid staff.
Pay cuts to senior management and councillors to maintain/provide public services....meeting the public role of local authorities
People Expertise Connection with the local area and history Invaluable resources
Perhaps be open for shorter hours?
Perhaps combine resources at the Pavilion?
Perhaps consider reducing the staff to 2 people or restrict the hours it opens.
Perhaps reduction of opening times. Summer time only
Perhaps the council could provide funding and an office centrally located by employing half the staff and relying on a pool of good local volunteers
Perhaps the sailing club could provide tourist information for a fee say £20000 per year that is a quarter of the cost now bourne by the council
Perhaps the TIC center could be relocated to the Town Mill, we are all local and can pass on information it brings people to The Town Mill, frankly the most important building historically at this end of town. we have volunteers who run the mill most of the time already and it could still be staffed part time. there are perks to being part of the Mill community.
Perhaps using a mix of paid employees and volunteers may work. Use another Town council property in the town.
Perhaps you could rent space in the Mill complex, with paid staff.
Place it within the council building
Place the office / gift shop in another building.
Place the TIC within another business, in Newcastle Emlyn it was placed in an hotel on the main street, that was willing to facilitate it at the end of their reception desk. It was manned by volunteers and a knowledgeable staff member was usually around for tricky questions or to utilise the computer for timetables, opening hours of attractions, etc.
Please just move tic to smaller premises and maybe reduced hours to save costs and keep it going
Please keep the TIC at Lyme Regis, even if you have to reduce the opening hours.
Please move the tourist office to the seemingly underused space on the seafront by the bandstand and clock but don't lose it.
Possibly giving the tourist information office more responsibility for holding or organising events in the town
Priorities the amenities and allocate the budgets accordingly
Prioritize better.
Provide an alternative premises which is cheaper to run?
Provide funding for this small but important local contact for visitors and locals.
Provide the service in the shelters on the seafront.
Provide TIC in Marine Parade Important to have face to face contact for tourists + face of Lyme Regis
Provision should be made for somewhere to purchase parking permits, theatre tickets etc.

Put more effort into find a suitable location to move it to.
Put the TIC in th office in Marine Parade near the shelters.
Put the TIC where it should have moved several years ago, in the pavilion on the sea front where it is visible to every visitor and watch the usage go up.
Put the tourist information office at the building next to the National Trust building.
Recently, a similar situation arose with Bridport TIC. this is now being run the Town Council and excelling as a service. Perhaps this could be the case in Lyme Regis. Lyme is a hugely busy holiday and tourism lead town, if the support isn't there..... it will have a dramatic and very damaging impact on business that rely on making their 1 year income in 4 months...!
Reconsider closing TIC.
Reconsider this decision to close tourist office
Reduce information centre opening hours and/or use voluntary assistants under full time management, all only if absolutely necessary
Reduce man hours or run by volunteers. Commission from local attractions/businesses could help fund the running of TIC. People enjoy having an interest by doing a few hours per week.
Reduce the impact by not making any change.
Reduce the opening hours but keep the office open.
reduce TIC hours open, especially in Winter
Reduced opening times
Reduced service to offer prime-time service only ie. Peak seasons and weekends? Cheaper accommodation.
Refer to previous comments.
Reinstate the rotunda advertising facility - possibly by the Lifeboat station or Marine Parade Shelters. Use Cobb Gate car park for coaches
Relocate
Relocate
Relocate the current TIC facility in Lyme to another building, an ideal spot is the current underused information office on the Espalande operated by the local council. I feel sure that this prime location in conjunction with the local council would be a much more acceptable solution to the current problem of having to vacate the present accommodation, with the space to provide all current literature and retain the local knowledge provided by the current staff to enhance the presence of and direct influence in supporting the County's myriad of sights, scenery and entertainments for locals and visitors alike. Put the 'bean-counters' back in their box and start appreciating the resource you currently have in the TIC staff.
Relocate the existing service.
Relocate the TIC advisors to e.g Jubilee pavilion or perhaps a counter in the National Trust shop.
Relocate the TIC to a more central position.
relocate the TIC to the pavillion on marine parade
Relocate to the library or museum?
Relocate to the promenade and keep the current employees. They're invaluable. Not everyone is capable of using a self service portal ³ and what if you ask something and the answer isn't there ?
Relocate within another venue which is also seeing numbers dwindle. Perhaps a section of a museum so could share business costs and perhaps be mutually beneficial to each other

Relocation to the underused Jubilee Pavillion. Enough income to the council is surely generated by businesses in town which directly benefit from tourism and locals alike. This service, ie, a manned TIC, is owed to the people who need it whether those considering staying in the area or those who pay high enough rates to live here.

Relocation to, eg, The Jubilee Pavillion on Marine Parade, it's centre of the beaches, easier to access for both abled bodied and those with mobility issues / disabled from either car parks (Monmouth / Cobb Gate Clock Car Park). In the summer there are always visitors asking for help and advice, and instead of sending them to the other end of the town, directing them to the centre of Marine Parade would be sensible. I would fear for residents and visitors should the Lyme Regis Tourist Information Centre be removed, it's almost as though the council don't want visitors to come to Lyme Regis, without visitors the town would cease to be as vibrant as it currently is.

Relying on the internet alone is a retrograde step and some local businesses and attractions will suffer as a consequence.

Rent a space for a TIC in the High Street and man it with paid council staff. This would improve the current status quo. DC should not be looking to remove such a service simply because a landlord is moving them on. This is an opportunity for DC to make the TIC better.

Rent an alternative premises.

Resite the TIC, preferably under a Council employees' control, with some voluntary assistance in other available premises. The Marine Parade Centre being the most obvious. Since the early days the centre has been severely underused, including the rooms above, and has become virtually a "white elephant". Upkeep and maintenance must be considerable, much of which is unrecoverable. This site is in the most prominent position where all visitors will pass during their visits. The current premises would attract more visitors if it was more conspicuous and signposted.

Retain a face to face service. This would discharge an important safety function (tide times, land instability information etc), promote and support local businesses (by being a signpost for visitors - no web based service is as comprehensive or accurate as face to face services), and encourage both tourist and resident access to what the locality has to offer by providing a one stop source collating all information.

Retain paid professional staff Recognise the real value of the income generation that occurs from the existing service Look at ways of further increasing income generation via the service Consider savings made by other organisations that are supported by the service either directly or indirectly- police, social services, town council etc as part of joint working initiatives

Retain the current model.

Retain the current TIC and it's staff but broaden its remit in some other way.

Retain the Lyme Regis TIC, but look at ways of reducing costs by increasing revenue.

retain the staff in a transfer

Retain TIC

Rethink what is a good use of tax payers money - providing a professional service similar to the one in place with the hard to quantify but extremely valuable asset of highly motivated human beings.

Retrograde step as I know from other Towns feed back

Re-use the Jubilee Pavillion as a TIC information point.

Revert to an earlier stage of the process and reconsider finding alternative accommodation for the TIC if the current building is really required for other council business. Be open to question the decisions that have been made thus far and consider the possibility that the calculations are based on faulty thinking. Have a more positive and appreciative approach to the contribution TIC makes to our town and locality.

Same service in a different central location
Same set up cheaper building?!
See above.
See all I've written & be creative about it. There are lots of possibilities to share premises, for a movable structure for use in empty premises, etc. AS LONG AS THE TIC IS CENTRALLY SITUATED & REALLY WELL PROMOTED FOR A CHANGE.
See immediately above.
See my first answer.
See previous answer
See previous comment
See previous note.
See previous reply. The way that the Town Council is behaving is bizarre and becoming an embarrassment.
See supplementary evidence 003
See supplementary evidence Ref 002.
Seek advice from other towns who have changed how they do things. There must be plenty of evidence of the impacts of the different options and what could be done to mitigate them.
Set up a suitable community interest company jointly with the town council & various tourism-related businesses such as restaurants, plus the local transport providers, and together ensure that the TIC can continue in the renovated building. If you still need a subsidy introduce a small 'bed night' charge for accommodation providers. Works in France.
Set up the new location nearby before closing the existing - with a sign there giving new location
Shame to lose the facility
share facilities with another service.
share facilities.
Should the TIC be funded by the Town Council?
Smaller professional team supplemented by volunteers ?
Some sort of sharing of facilities with, eg. library?
Start point should be how Dorset Council and LRTC can work together to ensure there continues to be a financially viable, quality TIC facility in Lyme - instead of you both trying to pass responsibility to local businesses or, worse, volunteers again !!!! Time for LRTC to accept that Lyme itself is not viable without tourism !
Still employ same people but move them into that building that is very under used on the front near the ant chop and the market areas
STOP trying to cut investment in tourist services, it's the town's major income!
Stop wasting money and invest it more sensibly in such a resource which would directly and indirectly encourage visitors to use and spend money on local goods and service suppliers.
Surely the space could be shared with Lyme Regis council?
Take a better look for alternative premises.
Tell the Town Council to use some of their vast cash reserves to do something for the town in return for all the tax they take.
Th current hours of opening especially in the Summer months are essential. Possibly reduce the service from November-March

The amount of money that comes to Lyme Regis and local area should be considered. There are problems in Lyme e.g. where to stay, parking in the town, information about tides and safe areas to bathe, other issues related to this famous area with its fossils and so on. There are Health & Safety implications of marine areas with cliffs, the Cobb and other potentially dangerous areas for visitors who are not familiar with coastal areas. The amount of ignorance about water moving up and down beaches as well as cliff safety is extraordinary - people need advice (including warnings), help and information to keep them safe and allow them to have a happy visit. Surely it is common sense to plough back some of the money received from visitors into providing a properly resourced TIC.

The answer seems obvious. There is the Jubilee Pavilion on the seafront where locals and tourists pass by daily - probably a better site than the current TIC office - and which seems to be permanently empty and closed. Could there not be some cooperation between Dorset Council and Lyme Regis Town Council to re-site the TIC in this existing "Information Centre". I think that Lyme Regis would be a poorer place both economically and from a local and tourist point of view without a TIC in very similar form to that which is provided so well by the friendly, welcoming and very experienced staff - all of whom are facing redundancy too.

The best option as a user, would be for another venue to be found with a similar format as it is now. The Tourist Information Centre is a quintessential part of Britain's tourist industry. Lyme Regis would be the poorer without it.

The best solution would be to find an alternative venue in the town

The best way to reduce the impact of the proposed changes would be to move the current staff to the Jubilee Pavilion. This would be the best alternative and will certainly be much used by visitors and residents alike. Unfortunately it does not help the theatre who rely on them as a well informed and friendly box office.

The changes would lead to a reduction of tourist's who frequently visit Lyme

The character of the town would change if there was no focal point for INFORMATION. It's not just the tourists who use the tic, but many locals as well. People from all walks of life go there to book theatre tickets, find out about the fold festival. It would be a retrograde step to close the tic & the warm and welcoming face of the TIC.

The Council could maintain the current TIC set-up, but relocate to the aforementioned facility on Marine Parade. As this is on the seafront it could be expected to generate a greater foot-fall than at present.

The Council should continue to provide and service a TIC

The council should move the TIC to the pavilion, make better use of the facilities they have and promote it.

The current TIC is a very pleasant place to visit because of the staff and location. It is useful for residents and must provide a very valuable service to the many tourists who visit Lyme Regis. It is a service which should be retained.

The current TIC team is an invaluable asset to the town and its businesses. It would be massively short sighted to get rid of them. Truly a false economy

The ideal solution is for the Town Council to provide some form of tourist information provision in a central location within the town.

The impact of the proposed changes put forward will be damaging to Lyme Regis. The only way the impact can be reduced is if the excellent and essential service continues to be provided by employees of the TIC in an alternative location. I believe that the comments put forward about an alternative location not being viable are incorrect. There is always a solution and there are plenty of options - e.g. the Information Point along the seafront, the rooms within the shelters, a potential merger with either the Marine Theatre or Museum whereby the TIC occupies an area to continue their role, the harbour masters building on the Cobb, owned by Dorset Council, which has plenty of room to facilitate the TIC since it's extension.

The impact will be less than some might suppose, - however if there's a need to remain as 'a business' then the Jubilee Pavilion on Lyme's seafront is the most obvious placed for a TIC. - Quite simply if there wasn't a TIC in the town and you were looking to create one you would choose the Jubilee Pavilion, it's perfect....That is of course if there was a real need/want for the TIC model that has effectively become overtaken by other means, and what we now have is a booking facility and retail outlet of sorts all of which should be run and paid for by its sales takings and the businesses who benefit from it. .

The impact will be on the tourists and visitors and locals who use the service. This could be reduced by re-housing the TIC.

The obvious thing is to try harder to achieve a co-operation between Dorset Council and LRTC. The present proposals are none of them fit for purpose.

The only way to ensure the impact of closing it would be to NOT CLOSE THE TIC BUT RELOCATE TO THE FRONT ON MARINE PARADE. That's it ! The ONLY sensible answer.

The only way to maintain the device that has helped so many tourists and locals is to keep a TIC office open in Lyme.

The people who run the TIC are very knowledgeable and I think you should reconsider closing down the store.

The premises should be moved to the seafront pavillion

The proposal that you have already discounted to provide a shared service at the current premises, would have been a good way forwards. Whilst the timing of leaving the premises is out of the councils control, the tone and 'options' are clear that decisions have already been made with regards to minimising service provision. Whilst a volunteer service does work in some areas, with austerity and longer age until pensions can be claimed I would suggest the pool of appropriate volunteers will not be sufficient

The proposed changes seem to be focused on doing away with the TIC so the obvious answer is not to do it. I find it hard to believe an alternative location cannot be found in one form or another if this is the main reason for removing this service

The service could be combined with other services in the town to make a 'TOWN HUB'. These could include Lyme Regis Development Trust, Police, Library, CAB, etc. A suitable location would need to be found, but buildings such as St Michael's Business Centre or the very little used Emergency Services building in Woodmead Halls Car Park could work.

The shared space of Dorchester TI in the library seems to work, although it's such a shame not to have it located in a more prominent position. It's not so useful if you're visiting the town on market day Wednesday when the both are closed in the afternoon.

The TIC could be included in a local shop, pay rent to the shop and help bring business to that shop.

<p>The TIC has to move out from its current location, that much is fact. There is no link that because it has to move out that it has to close, that is not fact. This survey assumes only two outcomes in, that the TIC has to close, or the TIC be run by volunteers. There is a third option which is to move the TIC to the more central location of the Shelters. This means that the TIC would be right in the thick of it where there is more passing footfall and hence more potential clients, and hence, more value to the Town and County. Give this option a try first for a year and if the TIC does not increase its number of visitors then put it over to be volunteer run, and if that does not improve then close it.</p>
<p>The TIC needs a central site near car parks with a good footfall in the town. There must be premises in the town that could be shared if not used outright where there would be a mutual benefit to having the TIC in part of the premises for instance a cafe. Another option would be for the town council to take over the TIC as it has done in Bridport. The cost should not all fall on the town council but be shared among all ratepayers throughout the district in the council tax. All residents in the district benefit from having a healthy tourist economy.</p>
<p>The TIC should be relocated in another part of town. Face to face service is essential for the local tourism industry!!</p>
<p>The TIC should be retained and a new location found. If the new location will take time to be made ready, LRTC should be pressed to extend the March 2020 deadline. The loss of the TIC would be a major blow to providers of holiday accommodation and food and drink providers.</p>
<p>The TIC should remain as it is because it is not only greatly beneficial to visitors whom Lyme Regis earns its main income from but it also promotes local businesses and events.</p>
<p>The Town Council could reduce the impact of any proposed changes by continuing to provide all the services the TIC currently offer in an easily accessible and central location; for both residents and visitors Thank You.</p>
<p>The Town Council must have some redundant office space or somewhere the TIC could share. Couldn't part of the shelters on the Marine Parade be co-opted into TIC space - perfect location!</p>
<p>The Town Council needs to accept ownership of this situation. They clearly have an excess of available funds as shown by their £40,000 donation, the legality of which is unclear.</p>
<p>The Town Council should find alternative accommodation, for example the Jubilee Pavilion which is owned by the Town Council, for the TIC and fund its operation. Stop blaming each other for the current situation and find a solution for this vital service to the town, the theatre, the residents and the visitors.</p>
<p>The Town Council should rethink their plans. This is all just to provide disabled access to the council offices?!</p>
<p>There appears to be a very unutilised space in the jubilee pavilion. Partnering here would seem to be a good option. The position is perfect for a TI facility, and it currently appears hardly used.</p>
<p>There are a number of sites that I would like to see considered for the TIC...but mainly the Jubilee Pavilion. What better a place to house an information centre than right on the beach where most of the visitors are.</p>
<p>There is no real impact.</p>
<p>There must be an alternative facility for visitors who are not smartphone users. It is a shame the TIC may close, they are a good resource in all towns quickly giving a flavour of the area.</p>
<p>There must be other premises in the town that could accommodate the TIC, even if shared ie, the Post Office.</p>
<p>These kind of changes should be looked at with a view to the long term impact, there are many benefits that cannot be measured on a financial balance sheet. A town heavily dependant on tourism needs to be welcoming and it does not take much to put visitors off returning.</p>

Think it would be preferable to keep some sort of face to face TIC but if the County Council need the existing premises then try and find another viable location.
This is so important for helping tourists that without it there will be many unhappy visitors. Where do they go for advice? Visitors are the town's main source of income, we need to make life easy for them, and to make them feel welcome.
This service benefits a range of people. Local residents, local vendors, town and discounts councils and so on. A longer term proposal could look at shared funding models, although complex and risky. Could hours of operation be reduced during quieter months? What about shared venue's for TIC to work alongside other town services?
This survey will help - essentially tho the fact remains most people at least of a certain age visit any place and it's the tourist office they go to for information
Thjere is no way you can reduce the impact of the proposed changes.
To find a new location for the TIC to continue their excellent work.
To find a small space to share in another part of the the town would be ideal (Axminster have done this with the Heritage Centre). To reduce costs you could have less staff and maybe a job share situation. I believe it would be a great shame for the town to loose this facility.
To find a suitable place for the tic to continue the excellent work they already do. Money is given to the marine theatre throughout the year. Perhaps an office area there would be a suggestion ... or in one of the other council owned properties.
To make use of the premises on Marine Parade ie Jubilee Pavillions as this is entirely central. It would also make sense to use a beautiful building that is often left empty/ standing for most of the year.
To provide a proper level of tourist information in the Jubilee Pavilion as suggested by the Town Council.
To reverse them. Be respectful to staff and the public by keeping the TIC open and run by paid, trained staff, and that way Dorset will benefit. There is nothing more off-putting than not being able to speak to a human being.
Too many tourist offices are being closed around the country. We rely on them to send people to our business.
Tourism is Lyme's life blood - why would you not resource it adequately.
Tourism is one of Dorset's few successes in terms of generating income and jobs - perhaps a levy on the tourist industry might raise the necessary funds to finance a thriving service
Town Council to run the service from existing premises. Fund by reducing grant aid to non-essential organisations and increasing precept if necessary.
Transfer to alternative premises - even if above a current shop. Do not close. Why no challenge to Town Council revoking the let?
Try not to close the TIC, it's good the way it is. Please set it up elsewhere in the town if possible. It's a great service as is. Is there nowhere on the seafront? Is there space in the Three Cups when it re-opens?
Unless the TIC exists in its current capacity, I do not feel the impact can be reduced.
Use a different location with the same staff.
Use another building in the town. Jubilee pavilion would be a good place
Use our HUGE business rates towards keeping it open as there doesn't seem much evidence of them being used elsewhere.
Use temporary facilities until the disfunctional LRTC can offer something more permanent
Use the current staff you have. Move to the building you already have. Value the staff you already have, in a town that is World famous and a gem in Dorset's crown
Use the Pavilion on the seafront as the new site and reduce numbers of staff and opening hours, but a face-to-face provision is important for a town which relies on its tourism.


Use the staff/ location to house the team that could maintain the website and in addition continue to have the face to face team working as they do now
Use volunteers to man the facility. This has worked well at Charmouth library
Using facilities on Marine Parade which currently lies empty for most of the year
Using other outlets in the town. Maybe the underused Information Centre on Marine Parade could be utilised. Perhaps one salaried member of staff and some volunteers could be the answer. However with extended Council Offices, maybe this would be the answer.
Utilising an under used council building - the information pavilion on Marine Parade. Seems very logical?
valuing the service, working with others and a willingness to invest some money and provide what's needed
Visitors and locals seem to have been offered several choices except for the most sensible and beneficial one. See below.
Volunteer replacements can be very effective especially if one paid member of staff is retained.
Volunteers would have less of an impact than closing it all together and the town would continue to be loved by visitors from far and wide
We don't want or need changes.
We need a face to face specialised TIC in Lyme Regis
We need the TIC to keep us up to date with services etc in the area example B/B in the area, theatre and events going on in the area
We should relocate the TIC to another premises in Lyme.
We understand the need to reduce expenditure but surely a better way forward is to resite the TIC if it is absolutely necessary. The TIC needs to be an obvious point of reference in the Town as it enhances the Towns profile .
We would much prefer to continue with something like the current set up, if in another location then great, if only costing 87k a year then this seems to be good value. We would imagine any other proposal works end up costing similar or more, especially if it needs developing from scratch. We and our guests use the TIC regularly, any of the proposed solutions offer an inferior solution, surely this service is worth retaining. This is a chance to open the TIC doors in an improved manner, it's biggest problem is the current location, how about a small booth or similar in a more prominent position on the front or in town? Better for Lyme Regis?!!
West Dorset does not have many assets - there is no meaningful industry, the service sector primarily serves the local needs. The main asset of this area is the fact that there is an AONB and the area is very special. By seeking to reduce the scope of the Lyme Regis TIC, there will inevitably be a reduction in the money spent in this area by visitors. Reducing the TIC to reduce its operating costs is short-sighted and will damage the local economy. Dorset Council need to recognise the importance of visitors to the local economy and to provide a service that encourages visitors and residents to spend money in this area. Options 1, 2 and 3 fail to do that.
When anyone visit a tourist location for the first time or are even just passing through they head for the local TIC. Lyme survives on tourism and a TIC must be provided.
Where would the visitors to Lyme go to ask questions about the local walks, residents to get tickets for marine theatre. It's always have someone in there when I pass by on an almost regular occurrence. It must not be shut down.
While savings and or modern delivery of services is important; personal service can't be bettered!!
Why change a good thing - could you find a centre that is cheaper to run and keep the staff?
Why change something that works well?
Why do the council need this space anyway, please leave the TIC as it is

Why is it that Dorset council have given notice on the building if they own it? I am ware that the service is not used as much, but what is happening to the people who work there? Is a more central location more suitable, than out of the way & at a difficult to reach location?
Why is there no mention of considering alternative premises, such as the Pavilion right on the front?
Why not develop the place on the front which I believe is now manned (not very fully) by volunteers.
Why not increase the parking charges in Holm Bush car park to bring it in line with the Town Council Car Parks, it is likely to still fill up before noon in the Summer and would generate enough additional revenue to keep the TIC running?
Why not move it to the Jubilee Pavilion. It's a prime spot on Marine Parade and is currently not used. Could also use part if it as something else - shop? to generate an income for the council to help pay for the facility.
Why not open a local tourism booth in the local post office or library or some other facility that attracts tourists.
Why not put the current staff in the empty Jubilee Pavilion -it's a great location and at present a waste of a facility.
Why not use a section of the Woodmead Halls to run the T.I.C from there or a portakabin in the car park. Or even use the space at the rear of the T.I.C.
Why not use the library building make it a community resource or even relocate to the hub. Needs to be related somewhere central not tucked away
Why not use the Pavilion adjacent to the foreshore. A prime position next to the beach The current usage is poor. A much better location than the existing facility which is sort of hidden ffrom the main footfall in the town.
Why not work with the local council and share the cost's/building etc. Apart from losing a key information centre, people will be out of work and we are a massive tourist attraction for the Jurassic Coast.
Why remove the TIC from Lyme Regis. If different premises are needed then move premises. I'm sure there are many premises e.g. charity shops that do not pay rates!
With out the face to face consultation we would not have done all the out activities , not had the local knowledge for Walks , bus timetables etc . We had an action packed weekend thanks to the tourist information consultation .
Work with local organisations such as the Town Council, Museum etc to deliver the service.
Work with the town council seems to be the most viable option
Would it be possible to to consider having the TIC in the Jubilee Pavilion on Marine Parade?
Would it not be possible to re-house the TIC in another location - for example the Jubilee shelters or Lister Room on the seafront?
Would need a paid coordinator and a more accessible venue? - in one of the carparks.
Would this always be available? ie as often as the TIC is open now? Would it be reliable?
YES keep the TIC open as is
Yes - by not taking the TIC away from Lyme Regis.
yes - keep it open. Maybe relocate to the pavilion.
Yes - keep the staff, give suitable training in supporti glocal events and embed the TIC in the local offer to visitors
Yes - keep the TIC and it's employees. Can we not use the mostly unmanned empty office by the shelters on the parade if the current space is required by the council?
Yes - not close the TIC
Yes - not closing it.

YES ...KEEP THE TOURIST INFORMATION CENTRE and the wonderful staff in it who represent Lyme Regis
Yes but you need to change your attitude to this situation and realise that the TIC is a very great asset to what is generally accepted to be the Pearl of Dorset. Whenever I visit the TIC it is pretty nearly always busy. The visitors' experience is enhanced by the personal service it provides and the personal knowledge of the team there cannot be replaced by technology. It is commonly accepted in the hotel trade that one of the most important members of a hotel's staff is the concierge who is dealing with the public face to face and providing a wealth of personal knowledge quickly and efficiently. Similarly, the TIC in Lyme Regis is the concierge for the town, the district and this special part of the UK. The thousands of visitors to this area along with the local population should not be deprived of this invaluable asset. Therefore Dorset Council should be making every effort to retain one of the key services that makes visiting or living in Lyme Regis special.
Yes by continuing to support the TIC and by running the TIC from the shelters on the Marine Parade.
Yes by not going ahead with these changes! I believe the overall community of Lyme Regis is significantly enhanced by having an active TIC. Whilst perhaps not as cost effective in terms of return compared to online methods, it still delivers a significant return for the Lyme Regis community, (including council tax receipts!) in relation to the cost of running it.
Yes by positioning the TIC somewhere central, not on dangerous corner, preferably on the Marine Parade.
Yes by providing alternative premises such as the Pavilion on Marine Parade Lyme Regis.
Yes by relocating as advised above
Yes don't change from a manned paid service.
Yes don't close it, you cut back on everything. This will lose visitors & income. Unbelievable! When I visit anywhere home & abroad I head for TIC where I can get all the inside information
Yes don't close it.
Yes Dorset council work in partnership with LRTC to relocate the Employed TIC staff to the Jubilee Pavilion which is owned by LRTC. And is laid out ready for use as an information centre. It is well located in. Central seafront position, especially in the summer. It would attract far more people than the current location with increased expenditure
Yes find a different location. Why not use the seafront pavilion or similar
Yes find a smaller little room attached to maybe the post office & then it would be central to Lyme.
Yes find a way that would cover the older people who do not have the ways and means to afford the apparatus which uses the IT
Yes just listen to local feedback that is the best way of judging these kind of problems as the local people know of the effects to their livelihoods also.
Yes just reduce waste in admin and provide a decent face to face service.
Yes keep it open
Yes keep it open
Yes leave the centre open.
Yes put the TIC in the Marine Theatre foyer!
Yes setting up a satellite TIC
Yes! For once listen to you're local electorate and retain the service in a new location. You can afford it!
Yes! Run the proposed "alternatives" alongside the TIC staff. The "alternatives" by no means an alternative solution, but would certainly assist the hard-working TIC staff. Capable to assist but certainly not replace. You've got the money!

Yes, Try to encourage more local people to use the services available, by advising people what is available on their doorstep rather than using something like face book which is sometimes far from being correct.
Yes, by adoption of option 3 along the lines suggested above.
Yes, by continuing to offer the excellent services offered exactly as they are, Dorset council should be ashamed of themselves!
Yes, by either not closing the present office or move it to the seafront office, presently a very quiet, white elephant building housing the town council information. It would be a very short sighted exercise to close the Lyme TIC.
Yes, by not doing it and keeping the current service. I would suggest that councillors need to think about what the service provides for Lyme Regis and the surrounding area in more depth and look at ways of funding the services through business taxes, as they are the ones to benefit from it. The big divide between East Devon and West Dorset needs bridging (e.g. park and ride issue) as neither of you appear to communicate, so this is where the TICs can and do have their distinct advantages. Remember, you are not providing a service to residents in the first instance but to visitors in the main and it is them you need to communicate with. You might consider a shared service with East Devon with reduced but scheduled out-of-season support but supplemented with self service options properly signposted. The effects will be difficult to measure but experience has shown businesses decline where such a service doesn't exist. Extend your investigation beyond the boundaries!
Yes, by providing the same service in any viable way.
Yes, by reducing paid employees but attempt to recruit volunteers. Research where I live (Notts) has demonstrated that visitors need face-to-face contact. Notts has got rid of many TICs but now regrets this.
Yes, don't close the TIC, why does the office have to be moved or even closed?
Yes, don't do them.
Yes, don't use any of the proposed changes and find alternative unused Council premises.
Yes, get the town council and Dorset council to talk to each other and keep face to face tourist office in the town. Stop fighting over car parks and concessions and work a solution in towns and local areas best interest.
Yes, I believe there should be someone permanently in the role at a TIC in Lyme Regis due to increasing number of visitors, year round now as the town is so dog friendly. The perfect place to set up the new TIC is the Pavillion on the seafront. Set up as an information centre but never used, except when storing plastic/wooden ducks!
Yes, I think that, a face to face service could either be provided from the foyer of the theatre or the library.
Yes, increase taxes and rates to provide the money for this wonderful service
Yes, keep the 'live' experience we now enjoy and put in in another council building sharing with other services. Cannot be that hard to sort can it? Lower cost but maintains the fabulous experience we all now enjoy.
Yes, Keep the dedicated paid staff who do a brilliant job.
Yes, keep TIC open.
Yes, leave it as it is
Yes, LRTC and Dorset Council work TOGETHER for the good of the council tax-paying residents!
Yes, maintaining the TIC on a full time professional and voluntary basis. Suggest move to the unused pavilion on the sea front.

<p>Yes, offer the obvious option that has been omitted - find an alternative location. This so-called 'consultation' is, in fact, a presentation of a decision that appears to have already been made. It is NOT a public consultation but it should be, it is our money you are spending. Communicate with the Town Council over the Marine Parade premises and perhaps share the cost. Alternatively, place a portacabin in Theatre Square.</p>
<p>Yes, on the seafront is a place which has a sign on it for tourist info, this is the ideal place to locate the TIC and would be a valuable asset to the town in helping visitors and for all the business in the town who need support. Why this has not been mentioned in the survey is madness.</p>
<p>yes, relocate</p>
<p>Yes, rent another space in the centre of town, signpost, keep the staff.</p>
<p>Yes, revisit the possible option of maintaining a TIC facility, with paid staff. A location on the promenade by the shelters would fit the bill. It might also show that Dorset Council is actually interested in promoting a very useful facility for our tourists.</p>
<p>Yes, take up the offer of using the Jubilee Pavilion. Urgently inform the town council of all the work you have already undertaken to seek alternative venues. Engage pro-actively in discussions to look at combining the library services with the TIC and also potentially (once the office refurbishment has taken place) the town council public-facing functions. Consider long term funding while solutions are being considered to retain this invaluable service for the town.</p>
<p>Yes, Why not move the TIC to the Jubilee Pavilion. A large empty space at the heart of the sea front. All visitors to the town would be able to access this so very easily. It's an ideal location for an ideal service.</p>
<p>Yes, Why not relocate the service to the Jubilee Pavilion which has a similar position and why not change the car park charge from £2 to £3 (as Charmouth).</p>
<p>Yes. Promote the town via its TIC.</p>
<p>Yes. As I said earlier, as Lyme Local Tourism and information demands come from East Devon and parts of South Somerset as well as West Dorset a more joined up dialogue/solution should be explored. Firstly, however Dorset Council and Lyme Regis Town Council have to overcome their current impasse, resume a meaningful dialogue not only to solve the TIC issue but the other contentious issues between them as well. Let's see as a starter, representatives from both organisations attending these consultation meetings. Don't dump these problems(which are yours) on us without demonstrating you can work sensibly together first. AS A LYME RESIDENT, PENSIONER AND VOLUNTEER FACED WITH A LIKELY 4% INCREASE IN DORSET COUNCIL TAX A 10% INCREASE IN LYME'S PRECEPT AND A LIKELY CHARGE FOR INCREASED POLICING MY PATIENCE IS BECOMING SORELY TESTED.</p>
<p>YES. BITE THE BULLET & MOVE THE OFFICE TO ANOTHER SITE IN BROAD STREET.</p>
<p>Yes. by finding an alternative building and staffing it.</p>
<p>Yes. Don't change.</p>
<p>Yes. Don't do it!</p>
<p>Yes. If the council needs the office space the area in the shelters would seem ideal and be a much more convenient location for tourists. People are often surprised that it isn't used as a TIC</p>
<p>Yes. If this is a genuine review of whether DC wish to operate TICs then have that review. If it's just a chance opportunity to reduce expenditure then say so. Otherwise treat this premises problem as just that, and seek out a new location. Library? (Your building), the seafront pavilion), negotiate with the Town Council to share the running of the Centre, rent one of their rooms on the seafront above the pavilion, If you want to run a TIC then you will.</p>
<p>Yes. Keep it open</p>

Yes. Keep the building and staff the way it is
Yes. Keep the TIC & allow them to expand their sales and income
Yes. Move the TIC to jubilee pavilion.
Yes. Relocate the TIC in the shelters to replace the sporadic volunteer service there with paid staff. The value of a TIC in a busy seaside resort like this ...well it must be invaluable to a town practically solely reliant on tourism to survive. Perhaps open less? Just in busy times of the year/height of the season? (once a new location is found) TIC is the face of tourism in our popular resort. I am shocked that the Town Council are kicking TIC out! Nuts!
Yes. Rent another property nearby. I understand from a reliable source that the council has plenty of money. The Witney Room opposite TIC was sold recently with the freehold. This would have been a cost effective alternative at a reasonable price. Or move the Three Cups. These should have had a compulsory purchase order placed on it years ago but Palmers do the bare minimum every now and again to string it along and play the system.
Yes. The council should reconsider. Find somewhere in the centre of Lyme or in the council offices to maintain the excellent service provided by Lyme TIC. Tourism and local businesses will suffer if the TIC closes. Not all local people will access information online. Every time I visit Lyme TIC there are several customers there. The TICs in Sidmouth and Bridport are not nearly so efficient and useful. KEEP LYME TIC
YES.....BY KEEPING FACE TO FACE CONTACT WITH THE WOMEN WHO BRILLIANTLY RUN THE T.I.C
Yes...leave it alone to carry on the good work it does!!!
You could have the touch screens installed but also areas around the town where leaflets on what to do are available.
You might look at reducing hours of service to help reduce costs but nothing replaces the face to face contact visitors and residents need when looking for information. Is there any merit in trying to combine with the local library service and turn it into an Information Centre?
You need to find another site for the centre ideally in the sea front. It is your shop window for Lyme Regis and the surrounding area. Tourists bring in income for the area. You have to speculate to accumulate. All of those business are paying rates.
You need to keep the Tourist Information Centre as it is operating now. If they can't use their current site then a new one needs to be found. It is unthinkable to get rid of a tourist Centre in what is a tourist town. It is very difficult to audit a public service but the benefits they bring solely in 'selling' Lyme Regis, it's restaurants, cafes, pubs, shop, galleries, fossil hunts, museum, dinosaurs etc cannot be done by a machine or on line.....You need enthusiastic staff to do this. I am not in favour of closing this precious centre at all.


Q22 Any other comments on the proposals

1. Give Lyme Regis Town Council support/small grant for change over. 2.Suggest TC uses the Jubilee Pavilion as the new Centre run by 2 paid (part-time?) managers desk staffed by trained volunteers. 3.Managers off set costs to Council by commercially letting the 2 rooms above/run a café downstairs?/sell retail stock linked to area.

A bit like the Marine Theatre being a financial asset to the town (generating far more income than simply that seen directly such as attracting more people to the town, encouraging people to patronise the various bars and restaurants when they are visiting for a show. I imagine the Pilot Boat at the weekend was full at lunchtime with families attending the family show on then) the TIC is surely much more of a financial asset than might simply be shown by the direct sale of goods from their shop, as it gives visitors much useful information about the town such as accommodation etc. Although accommodation sites can be found online the people in the TIC can give much more up-to-date and in depth advice about availability, location etc than the web. Many many people visit in the season and out of it. The TIC is especially useful to the Marine Theatre in giving people advice about events and taking bookings, both in person and over the phone. Lyme Regis is still essentially an older demographic and older people do not always want to do everything online. Having a real face to welcome you as a tourist in a town is something that cannot have a price put on it. (as well as welcoming residents of course).

A lot of visitors to this area are elderly and many would not use computerised facilities due to lack of knowledge or because they want face to face help. I work part-time for a tourist attraction in East Devon and we get lots of enquiries for tourist information and where the nearest TIC is located. Dorset will have a similar sort of age group visiting as east Devon I believe.

A perfect marriage TIC in Marine Theatre foyer!

A retrograde step, particularly given Luke's tourist trade, and the work done for the theatre

A retrograde step. So many organisations use the TIC: The Marine Theatre, Clubs, Societies etc. Where would people go to for information re buses, trains, coaches? As I said previously, not everybody has or uses a computer.

A touristic experience is made up of human interaction just as much as any sense of place or history of built or natural landscape. I feel this should be expanded not contracted to mutually benefit both visitors and residents.

A town of Lyme's size and stature must continue to present a friendly ,competent face to locals and tourists alike.

A very bad plan to close. It is essential service in summer.

A very detrimental loss to the town.

Abandoning this crucial facility would adversely affect the prosperity and vibrant future of the town.

Again suggest basing it in existing business in Town the TIC can focus on providing Information and not have to sell products and the business can benefit from a floor rent (which would be cheaper than a stand a lone premises) and it can sell the product.

All provided in earlier response.

All tourist information services provide a very good service

Any TI related service or product should be in a prominent position in the town

Appalling.

Apparently austerity is now over and we should be in a phase of investing in our country.

As a local trader we hope that Lyme has a bright future and look forward to seeing an improvement to visitor figures, we will need a face to face service if we are to meet the needs of this expansion.

<p>As a recent visitor to Lyme Regis and the South West in general, we rely very much on Tourist Information Centres. We also use websites for local information, but this is no substitute for face to face contact with a human being. We find we get much better information using the centres. The lady in the Lyme Regis office was particularly helpful. We understand that decisions regarding the TIC have to be made due to the imminent takeover of the building. It would be a shame however, for Lyme to lose this valuable facility. Just because demand for face to face service may be falling, this doesn't mean they it isn't necessary. We're sure the 12% of local people who you estimate use it year round would agree.</p>
<p>As a region with an ageing population, Dorset needs income. Dorset is great at face-to-face friendliness of the sort that has never been to business school. Long may that continue. Facelessness is not something Dorset should even consider if it wishes to retain a sense of relaxed well-being and a place to enjoy away from whatever version of 'the smoke' visitors come from.</p>
<p>As a resident of Lyme Regis I feel the TIC will be a great loss to the town, tourists and residents alike. The current staff are reliable, hard working and friendly and deserve to keep their jobs. If there is no going back on closing the current TIC office, I plead with you to transfer the staff to the Jubilee Pavilion or other suitable accomodation.</p>
<p>AS above.</p>
<p>As Before.</p>
<p>As I have already commented I believe the TIC provide an excellent service to the town and it would be a retrograde step to be without the excellent staff who provide essential assistance and facilities in the town and beyond. SAVE OUR TIC.</p>
<p>As I've mentioned previously, I've seen my former employer, the TIC in Stratford-upon-Avon, attempt to undergo similar changes without success - it ended up reverting to its previous operational model. I would hate to see Lyme waste a lot of time (and money) doing the same thing).</p>
<p>As per my answer to the previous comments this survey is shortsighted and appears only to be running through the motions to shore up a predetermined outcome. It is not a fair and proper survey.</p>
<p>As previously mentioned, I do not think it would be in the interests of a town such as Lyme Regis to not have a TIC. Not everyone is computer/screen savvy and it's surprising just how many people like to speak face to face with a human being. Also, how would the screen option help someone who is blind? Lyme Regis doesn't have one single bank any more (which is ridiculous!!) and I do think that to get rid of the TIC would be a mistake for the town. SAVE THE TIC!!!!!!</p>
<p>As stated - I am shocked and appalled at the prospect of Lyme losing its very valuable TI service.</p>
<p>As visitors we talk to a lot of other visitors and one thing they love is being able to go into the TIC in Lyme Regis to get all the information they need. We see a lot of people going in there and it is always busy when we go in. Whilst we visit Lyme a lot there's so much more to find out and they are the perfect place for information for not only Lyme but other areas in Dorset. PLEASE KEEP THE LYME REGIS TIC AS IT IS BUT JUST RELOCATE IT.</p>
<p>Ask local businesses to see if they think the loss of the TIC is a good or bad thing and money shouldn't be given away in grants if you can't afford to keep the TIC</p>
<p>At present, the TIC where I am a volunteer, is organised and funded by Southwell Town Council in rented premises. We have a part-time manager who is also responsible for tourist events in the Town. We are a town of 9000 people and the main attractions are a cathedral and NT Workhouse. Until two years ago, our TIC was funded by Newark and Sherwood District Council, who withdrew funding and resorted to Information Points. A survey has now shown that this move could have been a mistake. Visitors much prefer face-to-face contact. Visitors do use a website for an initial enquiry but like personal contact on their visit.</p>
<p>Bad idea to close the TIC. Really don't feel the town council needs more space.</p>
<p>Being a seasonal town, we really need a TIC!</p>
<p>Bookings etc are all moving online and we need to reflect this</p>

Can't they move into the theatre? This will not help the theatre with their bookings especially holiday makers. What is the point of giving money to support the theatre and then then taking away their booking and info facilities? You need people face to face to talk to. Machines only work to look something up they can't give suggestions and think out of the box. Can't the T. I also be a parcel shop?

Closure of the personal TIC service will make it more difficult for visitors to obtain up to date and reliable information about tides, weather and the condition of the landslips and footpaths close to Lyme Regis. This information was invaluable for us on the most recent visit last week. We knew which footpaths would be muddy and slippery and felt safe to walk between Charmouth and Lyme at low tide, for example. Without the advice from the TIC staff we might have been less well prepared or unnecessarily worried about being cut off by the tide. If you go ahead with this, better be prepared for more call-outs to emergency services. Also - there is lots of info in this TIC about other villages/towns close to Lyme Regis and about the whole Jurassic Coast. Please consider the impact on these other locations if the personal 'signposting' which takes place at the TIC no longer happens. For example, we received good practical advice about the best way to fit in a walk on Beer Head when we had only limited time to do this. This meant we also visited services in Beer. Have you consulted local authorities in Devon ? Why not consider a joint arrangement ??

Compared to cities and towns abroad, TIC are under used. They should be encouraged to expand and provide further services such as booking bus tours, boat trips, accommodation etc. Otherwise, local tourist attractions such as the mill could easily be missed and lack visitors.

Considering the volume of visitors to Lyme Regis each year and the thousands who visit the TIC office, it is inconceivable to consider closing such a valuable resource. Matching visitors to accommodation is crucial to making someone's holiday a success. To give them exact information on what they can visit and how to get there, takes the stress out of people's planning. This is one of the many reasons that people return to Lyme Regis. Inaccessible interactive boards or information outside of Lyme Regis does not meet the standard that people require in this specific busy town.

Council should realise the impact on the town would be if the TIC closed, not only to visitors but also to the local residents. Short sighted and detrimental to the town and County. Does the Council wish to close other Tics in Dorset. Other towns with no TIC have no central point for visitors or residents.

Crazy idea a tourist town with No tourist information centre!!!!

Difficult choices but is a franchise-type solution, to get round costs of physical location, one answer?

Difficult to believe the Council is unwilling to invest in the local main industry.

Discuss this with the local Town Council and local residents. Consider with the Town Council sharing the cost of providing this excellent and vital service for locals and visitors.

Do do it! A serious rethink is required.

Do not close down this valuable service to your community. Tourism is very important to our British culture!

Do not close the TIC, as I said before it is an important official face of the town, which no computer screen is able to replace.

Do not lose, tourists very important to Lyme Regis.

Do not sacrifice this necessary service that supports the town in order to save what can only be, in the broader scheme of things, a modest sum per annum

Do not shut down.

Does anyone from Dorset Council ever come to Lyme Regis? If you do you will see how popular our TIC is and really a vital service both to local residents - for theatre tickets etc - as well as the many thousands of visitors who like to go in and ask questions - especially for things not easily found online. Removing it would be a disaster. It must be possible to find some other premises from which to operate. I would imagine their existence helps to generate a huge amount of money to local businesses and events.

Don't b shortsighted Reject technology in favour of the knowledgeable people The local historians are your most valuable resource
Don't close the centre it is short sighted.
Don't do it
Don't kill off Lyme's tourist industry !
Don't lose the personal service of face to face Tourist Information.
don't close the center. It will take away something from the city. It cannot be replaced
Don't close the TIC. You cannot remove a TIC from a town that relies so heavily on tourism
Don't close the tourist office please
Don't do it.
Don't let our TIC disappear!!!
Don't lose this valauble asset to the town!
Don't sideline your TIC, it's an asset you should be fighting to keep.
During my 14 year stay in Lyme Regis I had a lot of contact with the TIC as a photographer, theatre and arts volunteer. I saw regularly the valuable nature of its face to face service. Not everyone wants to be online all the time or indeed has access to the internet. People expect to find a place where they can find out about events, accommodation, fossil walks etc etc. I think its a grave mistake to close the service & I doubt whether it can be maintained by volunteers alone.
Every effort should be made to retain the TIC in Lyme Regis
for a holiday town like lyme not to have a TIC seems to be the height of idiocy
For a very busy Town full of visitors in the Summer, The TIC comes into its own. Also, locals use it too for booking tickets etc. Its a very busy place. I think its shortsighted to close it. Local B&Bs also rely on it for their room bookings. And what about the staff who will no doubt lose their jobs. Ye it costs money to run it but it also brings in revenue from encouraging more visitors to stay, use and spend in Lyme.
For the Town Council of a town like Lyme Regis not to want to have a people run TIC is shocking. They should be working with Dorset Council to sort this out, not chuck them out.
Further work needs to be done to ensure a full TIC continues in Lyme Regis
FYI I have quite a bit of experience in working with visitors through years of work with the US National Park Service - which is the worldwide'gold standard' in visitor relations at tourist destinations. I currently live in the UK and am a Dual Irish/US citizen. I think it is a horrible idea to close any tourist info center, especially in a wonderful area like Lyme Regis. No visitor wants to be directed to a website or an info kiosk; there have been studies conducted to look at this sort of thing. Visitors don't like it. It might behoove you to do some research into this. Yes, it is the age of smartphones and disconnection, HOWEVER they WANT a connection to a live person - and that is even more necessary in this day and age.
Given the benefit to the local economy of tourism I would feel that the investment in the TIC was fully justified.
Has LRTC been asked if there are any other potential locations for this service? It is hard to believe that these ruthless proposals are all that the new Dorset Council feel able to recommend for this town - "The Pearl of Dorset" - when some of us thought (wrongly, as it happens) that the formation of the new Council would shine a new and welcome light on local government in Dorset.
Having previously been involved with another TIC in the area, I know the impact of closing an office. It is also often a place where the elderly or lonely visit.
I am disgusted by this move - the same happened in Dorchester and it has stopped me knowing what is going on when I visit. A retrograde step.

I am doing this online but got a copy of the proposal when I visited the TIC before Christmas. I had heard nothing of it before, we may be based in Bridport but our holiday makers almost always spend at least one day of their holiday in Lyme. Was the news of the proposed closure well disseminated to the surrounding areas and not just to the Lyme population?

I am horrified by this proposal. There must be another premises which can be used.

I am shocked and saddened by the proposal.

I believe effective consultation needed the option to retain TIC. There appears to be a disappointingly poor working relationship between the Town Council and the new unitary authority. This is not in the best interests of the community

I can't believe a suitable premises cannot be found within Lyme Regis even sharing with an existing business would be a large improvement over no physical presence.

I cannot think why you want to change what, to me, is a valuable asset to the town. Every time I have visited, your TIC the people have been very helpful and given me information that otherwise I would have found it difficult to obtain. Whilst staying at Lyme Regis the family went to Bridport and first stop was the TIC. Again, very helpful with local information. I live in Great Malvern and have for a number of years, yet still I occasionally call in to our local branch where they always seem to be able to answer my queries. As an aside, I fail to see what difference my age, ethnicity or gender makes.

I can't help wondering exactly WHEN Dorset Council received notice to quit from the Town Council. As we all know, the new council was formed in April 2019. I note from an online article that the notice to quit has been extended from end of March 2020 to July 2020. I hope that the extension can be put to good use, and the best solution found for all - visitors, residents, and Council alike.

I consider myself very internet savvy but this isn't a substitute for interacting with real people who know and love the area. I'm convinced that many retirees would love the opportunity to give back to the community they love by making it a welcoming, interesting and safe place for tourists. Please explore this option and house this service in an already funded venue.

I consider this is a very important issue that requires a lot of serious attention before damage is done to the local area and economy.

I do not feel that any of the options proposed are viable if the council truly wants to support the tourism economy as it states. Lyme Regis is one of the most iconic seaside towns in Dorset and the South West. We are at the centre of the World Heritage Jurassic Coast and not only featured in past films and literature but about to become the subject of a major international film. Tourism is the major industry for Dorset and set to grow at a rate above other industries. All major businesses have customer service teams and the Tourist Information Centre is the customer service centre for the tourism industry. It does not seem supportive of the economy if the Council is not willing to invest in the county's major employment sector. Visit Britain studies have shown that tourism spending has a multiplier effect on the rest of the economy by the related spending that it generates so it is short sighted to not invest in this. Also, as a tourist town, the owners of holiday accommodation pay their Council Tax/Business Rates and use the TIC to gather information for their properties - so they are effectively paying for the service anyway. Tourism leads to a healthy local economy, which supports business and in turn means that Council Tax/rates are paid on properties which help fund the council activities. Dorset Council could consider putting the Tourist Information Centres back in Economic Development/Generation with the rest of the Tourism Team is placed as before. As a team, Tourism was in profit and therefore could support the information centres. TICs contribute to Visit Dorset website and team by generating income for them in terms of directing traffic, recommending advertisers and continuous promotion on social media etc. Tourism generates income therefore it would be logical if the TICs were back in the Tourism sector and this would relieve the Libraries sector budget. Tourism (particularly in Lyme Regis) generates vast income for parking and parking fines with £

I do not think that the TIC service should be cut or reduced in it's quality or effectiveness

I don't think the social benefit of face to face interactions with friendly and helpful staff who live locally and get to know older residents can be underestimated
I don't think the council are trying very hard here!
I don't wish to be negative but would mention that it is not just my husband and I who use it our children and grandchildren use it when they are visiting, which is often. I also have a very independent blind friend who also gets a lot of pleasure in using tourist information centres around the country and talking to someone is of great importance, a touch screen wouldn't work for him.
I feel strongly that the shelters on Marine parade are being underused - they would be a wonderful location for the TIC. A paid staff member for limited hours could save money.
I feel that the TIC is an important component of the tourist industry that is crucial to the success of Lyme Regis
I feel the removal of a face-to-face service would impact negatively on the visitors experience of Lyme Regis...
I feel there needs to be a face to face paid service, potentially through a collaboration with the Town Council.
I feel TIC is an essential service for a resort so dependent on tourism. Some information can be provided online but there is a significant section of the population who can't or won't use online services and they still need to be catered for. Nothing, in my opinion, can replace a helpful, informed and friendly face to face encounter when you're trying to understand the tide timetable, find a last minute B&B or looking to go on a fossil walk. To cut this service would be a staggering act of self-harm. Please don't do it.
I find Lyme Regis TIC to be a wealth of local information for local residents as well as the increasing number of visiting tourists to the town. The employees of TIC are always most helpful & in today's society which is leading more & more to non personal interaction, I feel it is very important to keep this personal contact in our local society. A service that is non-human or made by people situated outside the immediate area is never as satisfactory. How often do we all visit a website & not be able to get the exact information we want? How often are we left in a queue hanging on the phone with no there? We are already losing too many personal services in today's society. We need to keep human contact. It is good for us all. Talk with the Town Council, Look for a new site. LYME REGIS will suffer if we lose this essential service. LYME REGIS TIC IS A VERY IMPORTANT SERVICE in the town. PLEASE DO NOT CLOSE IT! RE-THINK this problem. Talk with the Town Council & find a solution. If the service goes everyone will suffer.
I have had contact with many visitors to Lyme Regis and most if not all use the internet for tourist information. We should move with the times and as I've already said utilize the money for better purposes.
I have just telephoned the TIC because the websites I had accessed would not let me book what I needed. After a very helpful conversation with a TIC member of staff I booked what I had been unable to do on the web.
I have never seen this TIC without customers in it
I have worked for Lyme Regis town council for 2 years almost and as part of my role I have to man the jubilee as a kind of information hub for the beach.. the jubilee has a lot of visitors as they think it's the TIC. If the TIC was in the jubilee it would have visitors on an almost daily basis. It's also very accessible for disabled people, elderly, etc.
I just have no faith in the people who are making these decisions on our behalf. What with Preschool closure now this. You know the cost of everything and the VALUE of nothing. I feel quite disgusted.
I know times are hard but this looks like shooting yourself in the foot.

<p>I personally feel the prime location would be the 'new' shelters along the seafront. This would provide the best possible location and service for holidaymakers, with such a large number congregating in that naturally popular area of Lyme Regis. I am not aware of what these are used for currently, but I know that initially a volunteer service was run from here offering help to visitors to the town, with many assuming this was the TIC.</p>
<p>I really do not think any comments received in this survey will make any difference at all as the council will have already made their decision.</p>
<p>I really do not think any comments received in this survey will make any difference at all as the council will have already made their decision.</p>
<p>I strongly oppose the current preferred option and proposed options 2 or 3. A relocation to jubilee pavilion appears to be the best and most satisfactory solution.</p>
<p>I strongly urge reconsideration of the current proposals and invite reversal of the local Council's decision</p>
<p>I strongly urge the council to reconsider closing the TIC and replacing it with only online advice especially in a seaside town</p>
<p>I think a 4th option - move to sea front should be considered. Good site is next to NT shop surely?</p>
<p>I think I have covered this. The fact that you are holding this consultation in Winter months is a disgrace. I know that you have put this in your FAQs but the vast majority of users.... 88% if you say that local usage is 12%.... will not know what is happening. Tourists will flock in from June to September and the service will have gone. But that is what you want isn't it?</p>
<p>I think it is vital for the town to have a TIC, and for visitors to have a point of contact. The cliffs and tides can be very dangerous, and with so many people wanting to go fossilling more accidents will occur without appropriate up to date information being available.</p>
<p>I think it will affect the locals and visitors to the town and would be a shame to let this happen.</p>
<p>I think it would be a retrograde step to have no TIC in the town. Not only does it provide information but it gives an upbeat view of the town and its success and diverse offerings. It is also the way of monitoring initiatives and getting feedback from visitors to help improve the town and its facilities for all. I can accept that a review to minimise staffing and have a more efficient placement (probably combined with other facilities) is appropriate/</p>
<p>I think it would be very sad and detrimental to Lyme Regis to loose it's manned Tourist Centre.</p>
<p>I think it would be wrong to lose the face to face friendliness and knowledge that the centre gives, this is an essential part of Lyme Regis, and being run by humans not only is it informative it gives a warm and personal touch the I know from feedback tourist appreciate and like.</p>
<p>I think it's an unfortunate debate to be having</p>
<p>I think it's disgraceful that you are even considering closing the TIC when Lyme Regis is a tourist town and attracts so many visitors all year. The local businesses rely on tourists. You just have to go in to the TIC and see how busy they are every day and deal with so many different queries from locals and tourists.</p>
<p>I THINK ONCE AGAIN THE TOWN COUNCIL SHOULD BE FIRED FOR THEIR VERY SMALL MINDED ATTITUDE !!!!</p>
<p>I think that this is a terrible idea. TICs provide an excellent local knowledge resource for not just tourists but also local people. The only cost cutting that I could imagine is if the service was relocated into another building, shared with another organisation. But I doubt there is anywhere with that facility in Lyme.</p>
<p>I think that Tourism must be one of the main industries in Dorset. I think you may discourage visitors by closing services, which would be a shame.</p>
<p>I think the potential loss of a proper tourist information function would be a blow to the crucial tourist economy in Lyme Regis.</p>
<p>I think the survey is manipulative and is guiding the completer to a solution the DC prefer.</p>

I think the TIC is a great asset to Lyme Regis, which is a popular tourist attraction. Without it many local businesses would suffer.
I think they are all poor options. A review of ideas is required to retain this excellent TIC service which promotes tourism but also is very inclusive to the local and neighbouring communities. It empowers and builds community cohesion.
I think this proposal is discusting, given the amount of money reaped from the visitors to Lyme....business rates,parking etc.lyme is a success story and the people who make it a success the visitors should get something in return
I understand that costs have to be controlled but to withdraw TIC face to face services and rely solely on the VIsit Dorset website is not the way forward.
I understand the premises issue but this is the first I have heard of this and think a creative solution could be found
I used Lyme TI in person to reassure myself of the tide times. My experience using Visit Dorset to do the same was very pretty, but as I'm already here, you don't need to tempt me to visit. Visit Dorset website search for "tide times" brought up 16 results, the top five were for events already taken place. A scroll to the bottom of the list revealed Fossil Hunting on the Jurassic Coast. A wait for a beautiful photograph to load then once again scroll all the way to the bottom of the page where you find "Safety First" and a link within "It is important that you consult the tide tables" and finally a redirection to the BBC Portland tide times.
I wish the council success in abandoning its closure plans and instead providing a quality integrated information service with a human face and a professional ability.
I would have thought Tourism was a huge part of the local income so am surprised that you are intending to close a local information office
I would prefer a continuation of the TIC. For myself, I require one location to pick up information leaflets to place in my accommodation and advice on what's on offer for my own days out.
I would think loosing the TIC in Lyme would seriously affect local business
If a good personal service is provided recommending where, what, who in the local area, visitors could be more likely to visit again which is good for local economy .
If Bridport Town council can take on the TIC and make a success of it why can't Lyme TC do the same? Also why isn't this fact mentioned in the accompanying text?
If the TIC could be moved to the Shelters that would be an ideal solution, and would continue to be a valuable asset to the town. Numbers swell so much in the summer, with tourists wanting to buy theatre tickets and to find out about local issues. It would be a grave mistake for Lyme Regis to cease having this valuable service.
If the TIC was to be relocated I would suggest it is moved to one of the currently underused rooms in the Shelters area of Marine Parade,
If you do replace with an Internet only service then the highly professional and experienced staff should be heavily involved in the deisgn process.
If you want to attract tourists to Dorset you need to keep countywide provision in as many places as possible.
I'm flabbergasted by the shortsightedness of cutting this service and for how much it is undervalued and undermined to even consider such a proposal Tourism is the main - and you could argue the only -generator of income in this region- every business in this area depends on it- and the uniqueness of Lyme Regis has such potential for continued and further promotion and generation of income
Important to keep; see earlier comments
In Cheshire various TIC's have closed, with a leaflet stand in what is left of the library service, whilst it has know been recognised by Cheshire East council it was a mistake the cost of reestablishing them is now prohibitive. Please do not throw away a much valued service for all.

In my opinion, to have Lyme Regis without a TIC just makes no sense. It's a town with most of its income from tourism. I don't know what the council is thinking by trying to close it. It's disgraceful.

In this Town you are as a Council an intrinsic part of the tourism industry. You benefit from the rates and council taxes. You own and run many car parks. You own and run the Harbour and slipway. You manage the rights of way network including the Coast Path which runs through the town and along the sea front. Presumably you are the coast protection engineers too. You fund partly the Jurassic Coast Trust (which also advertises accommodation...duplication?). You help fund the bus services which help visitors leave their cars in their camp sites. You are the planning authority...build a new library and TIC and anything else combined. You provided the funky fossil seafront lighting. In a word, the TIC service is part of a significant sector of the Dorset economy, tourism, of which you are an intrinsic part. Your investment should be seen as part of this big picture. Big thinking please from a bigger, and I hoped, better joined up Council.

IS ANYONE EVEN THINKING OF THE NEGATIVE IMPACT THIS WOULD HAVE ON THE TOWN, TOURISTS BUT MORE IMPORTANTLY, THE EFFECT THIS WILL HAVE ON THE TOURIST OFFICE STAFF? THIS WILL SERIOUSLY AFFECT THEM AND THEIR FAMILIES RESULTING IN POSSIBLE POVERTY, HOUSE MOVES AND FAMILIES HAVING TO UPROOT AND MOVE AWAY FROM JOBS AND SCHOOLS. THIS IS SO SHORT SIGHTED IN THE BIG SCHEME OF MONEY SAVING OR MAKING MONEY OUT OF SELLING THE PREMISES? I DESPERATELY IMPLORE THE TOWN COUNCIL TO RECONSIDER DISBANDING THIS EXCELLENT LOCAL COMMUNITY SERVICE.

It does seem that the decision has already been taken and this survey is purely paying lip service to consultation. To close the Lyme Regis TIC will have a significant effect on the whole community and in particular the tourist economy on which the town depends so heavily - technology is not everything - the personal touch and knowledge counts for so much more!!

It feels that the Council's mind is already made up. Members of our organisation can see no reason as to why the Jubilee Pavilions cannot be made to replicate the one in Swanage and provide both a visual information centre and a TIC manned resource. We appreciate funding is a challenge, but given that it is a valuable service provided by dedicated people, it deserves a chance to; 1) To be relocated 2) Funded for say 3 years during which time the TIC team and Lyme Council need to develop other income streams to reduce the funding from DC.

It has always been a pleasure to visit Lyme Regis, closing the tourist office would materially reduce the pleasure for me and, I believe, many others.

It is a shame that it has come to this and the town does need an alternative place to put a TIC. This would be a loss to the town and its visitors and locals alike if it went completely.

It is a shame that this has been given so little consideration given the impact it will have on visitors full enjoyment of everything Lyme has to offer.

It is absurd and a con. Find a way to keep the service going. Lyme Regis is named 'The Pearl of Dorset', as such it should be valued and very carefully looked after.

It is another sad day for Lyme if this service is taken away, jobs for locals will go and it will probably just become another empty building like the Three Cups is and we would be without another community service.

IT IS DISHONEST TO CONDUCT A SURVEY GIVING ONLY THE OPTIONS THAT THE COUNCIL WANTS.

It is easy to shut a TIC but much harder to open one from scratch

It is important that Lyme has a centre where local information can be found. There is a safety issue around people who are not local being able to find out information about tides and dangers around fossil collecting

It is important to have local jobs so that the younger generation have jobs to look forward to.

It is regrettable that the survey did not provide an positive option to enable a more positive response!

It is shortsighted to delete this or downgrade the service. The Jurassic Coast is now a destination for many Europeans and beyond. It is marketed as a world heritage site destination and brings a good revenue to the local economy. In order for this to continue to be successful the council needs to support the TIC, and maintain local transport links, promoting festivals and tourism events.
It is time for the Councillors and the DCC to stand up and fight against the ongoing cutbacks to local services.
It seems extraordinary that Lyme Regis whose economy is heavily dependent on tourism should have no TIC. Many towns with many fewer tourists do.
It should be a priority to keep TIC open and you should look at priorities and make cuts elsewhere if necessary.
It will be a huge mistake to close vital tourist services in a tourist town
It would be a huge loss to Lyme , the Marine Theatre and visitors to Lyme. Why can't Lyme Council fund it?
It would be a terrible shame to loose the help and local knowledge provided, boosting visitor experience in Lyme Regis
It would be a very great shame to loose this service and would be sorely missed by all locals and visitors .
It would be nice to think that combining the Dorset councils would have resulted in cost savings and would provide scope for fresh thinking, whereas this consultation suggests decisions have already been taken and WDDC policy is being carried on under the new regime.
It would be very short sighted of Lyme Regis to reduce or remove the current TIC capability. How many other tourist towns have closed their TIC?????
It's a ridiculous idea, one of the most popular, dog friendly, historic towns really can not do without a tourist information centre. People want face to face recommendations, to interact with professional people so they know they are receiving an unbiased information.
It's not broken, don't fix it.
It's very disappointing that visitors come to Lyme for the very reason that we are still a friendly, authentic town - this pushes us even further towards being just like any other seaside town.
Just another way of cutting down on spending and saving the money in the budget Would be a sad loss to the town Another loss for us council tax paying customers even though the council tax keeps going up
Just get real to what is at stake here.
Just look at Weymouth its a mess. I know because I have to get the information for customer who would of got it from TIC Weymouth before you took it a way and left nothing, that anyone can find.
Just that it is a great service to visitors - and often locals - and would be a mistake to close it!
Just that it seems very short sighted.
Keep it open, too much is being cut!
Keep the TIC open with paid staff for all the reasons already given. You owe it to Lyme Regis and Dorset and to all visitors to Lyme Regis and Dorset.
Keep the TIC! I understand a large substantial amount of money was spent on a traffic survey. Could this not have been better spent by investing in the TIC. It should not all be down to profit. The TIC should be seen as a valued service for the town and it's visitors. A face to face encounter is vital.
Keep the tourist information centre as is or at a new location
Keep TIC in Lyme main town provide your visitors will all types of events happening especially local groups who often have craft fair or fundraiser. Keeping people in Lyme rather than travelling to other areas. This will support your local businesses, help your community
Lack of provision of an option to retain the current service.

Leading up to, during and since the 2 public consultation sessions it has become clear there is considerable feeling with the town and its environs - form business, traders, and townsfolk - of the necessity for a Tourist Information Service; whilst fully understood this may not be a continuity of the means of provision or location. The wide feeling that a constructive and collaborative coordination between Dorset Council [DC] and Lyme Regis Town Council [LRTC] - and perhaps other parties - has been clearly expressed and it is felt essential that a positive attitude is given towards the outcomes of these joint negotiations. It is understood there is duplication and crossover of service provisions between DC and LRTC which could be rationalised - not least to reduce 'confusion' by visitors and townsfolk. The venue could be shared between the current facility - albeit redeveloped by LRTC to also house their "face-to-face" service for locals and visitors - and the Jubilee Pavilion (also owned by LRTC) which has a huge footfall from Easter to October half term and Christmas-New Year AND still moderate (weather dependent on a daily basis) footfall for the rest of the year.

Leave the TIC open without the sale of retail items, and combine the disabled reception in same area. The existing staff could deal with the customers as they always do, with smiling faces, welcoming words and expertise on all matters to do with the town.

Listen to locals, we know what we're talking about

Local knowledge with active response can only be achieved on a face to face basis

Lyme a Regis needs. TIC in a building with employed people. Arguably it could have much shorter hours in the winter

Lyme is a key tourist attraction in Dorset and it would be very short-sighted to discourage visitors in any way. A tourist information centre is also good for the community with selling of tickets etc. Anything that builds on community is very important.

Lyme is becoming an increasingly popular tourist destination and the services it provides should reflect that. It should have a Tourist Information Centre. Cutting it would be a false economy

Lyme needs a TIC

Lyme Regis Council should not be blamed in the way suggested in the questionnaire's supporting text. It's quite wrong and does not give the true impression of why Dorset is really looking into the TIC in Lyme or anywhere else...The suggestion that Lyme Regis Town Council is in any way contributing to this should be removed or the implied statement put right. Dorset correspondence said they " minded to close the TIC" in any event two years ago..

Lyme Regis council should sponsor the TIC costs as their output is helping Lyme!

Lyme Regis is a definite tourist destination - it seems short sighted to reduce the TIC arrangements.

Lyme Regis is a tourist area and should really have a Tourist Information Centre. Could it be run from another building, a room in a shop, for less rent than a whole building would cost?

Lyme Regis is hugely popular throughout the year, invests a great deal of time, effort and money in its many enterprises - the council should recognise this and invest in the visitors that generate so much council tax

Lyme Regis is MAINLY a tourist centre .. both for people visiting LR specifically but also people who come here en route to else where or whilst visiting the Region people rely on being able to discover about LR and the local area and finding out what events etc are happening whilst they are visiting IT is a nonsense to think that a place so totally reliant on TOURISM for its existence should not have a TIC we recently visited new Zealand .. a country with a much smaller population But they seem to understand re tourism and how reliant they are in it .. nearly every little tiny town (we would think of them as a village) has some sort of TIC

Lyme Regis is such a great place to visit/holiday in /live in and it needs a tourist office with real people in to help continually promote it and provide a sense of pride in the community, not a computer screen that will offer nothing more impersonal data.

<p>Lyme Regis' ONLY industry is tourism. We have nothing else bringing in money to the town and the surrounding areas. I find it completely baffling that we are considering taking away an essential asset to our only industry. I am all for new ideas, forward thinking and moving with the times, but you cannot simply replace a workforce of people who are such a fountain of knowledge for a computer. Please do not get rid of this service and do not try to cheat it by using some digital replacement - the TIC is so much more than that.</p>
<p>Lyme Regis Tourist Information Centre like every other TICs in England is one of the stalwarts of the English tourist industry and are traditionally the first point of contact for thousands of tourists, visitors and locals every year. They are relied on for on point, up-to-date, friendly information and advice on what to see and do in beautiful Lyme Regis and the surrounding area of outstanding natural beauty in Dorset. They are also a kind of 'middle man' for local businesses who they engage with and support and promote, the businesses are at risk without the TIC's continued support. Again shame on you for your proposed cut backs in this area.</p>
<p>Lyme Regis Town Council needs to be better advised as to the value of other Dorset TICs in promoting business in Dorset Tourism destinations. Face to face contact plays a vital part in the experience of visitors to enjoying a holiday, spending holiday money in the area and deciding to revisit for future holidays.</p>
<p>Maybe look at cutting your budget by having less people employed higher up in offices etc, these are the people that tend to be the least efficient or productive.</p>
<p>Maybe some sponsors could come forward, and/or 'grants'. Visitors may be prepared to give a monetary donation every time they visit.</p>
<p>Miserable Decision!</p>
<p>Most impressed by Lyme TIC. Lyme Regis attracts huge numbers of visitors and its important that this service exists for them as well as for locals.</p>
<p>Move with the times. The main attraction of Lyme is its setting , its character and close relationship to the sea. People will visit for that alone without much promotion. The core TIC role I believe is to direct visitors to the add-on facilities & attractions who make money from visitors.</p>
<p>My first reaction to the news on social media is probably the same as everyone else, the thought of the ladies not working there taking priority over the actual situation. In reality I get all the information I need either by Googling it, or contacting Dorset Council directly, either through the website or by phone and I have to say, their service has been excellent since the changes.</p>
<p>My husband and I do feel it would be a great loss to Lyme Regis (and to ourselves and other friends and family who visit annually with us) if the present wonderful T/Info Services were to close - but we would happily visit and support new offices elsewhere in the town. It would be a very sad loss if such a service were to close permanently, with no alternative similar openings.</p>
<p>My overall view is that it would be crazy for a tourist town like Lyme not to have a TIC offering a face to face service. My own main use of the Centre is buying Marine Theatre tickets and the closure of the Centre would have a really negative impact on that amazing place that just seems to be getting its operations on a stable footing. I'm concerned that part of this sounds like a spat between the town and district councils - I hope I'm wrong as Lyme deserves better than that.</p>
<p>NEED A LOCAL TOURIST OFFICE TO PROMOTE TOWN AND WORK WITH VISITORS</p>
<p>No</p>
<p>No</p>
<p>No</p>
<p>No</p>
<p>No</p>
<p>No ... Lyme Regis is a unique and iconic place historically and culturally ... it's beautiful and priceless don't down size it s value by de valuing its assets and limiting information to its assets</p>
<p>No. I think I have made myself pretty clear. I was sickened to read the TIC may close. PLEASE don't.</p>

None of the above. Lyme Regis needs a proper TIC. If the will and resources are there we can continue to have one.
nope
Not a good idea
Not all options are on the table. This isn't a consultation, it's just going through the motions to do what YOU want to do.
Once again the council is out of touch and badly managed. Just like their proposal to ban dogs on the beaches. Over 5000 people are against this but will they listen.....?!?!
One can not replace human contact ,as you are aware there are a lot of elderly in this area ,often on there own ,how nice is it to be able to go into somewhere and just see a friendly face ,have a little chat and come away feeling less lonely
One feels that you have forgotten what is the backbone of the town after its people it's tourism if you have not forgotten !!!!!
One less amenity for Lyme it would be a great loss
<p>One of the areas I work in is running a not for profit organisation that holds two events a year - the UK's only Sea Water Polo Championship and the Lyme Regis to Charmouth 3.15k sea swim. I also run an annual event at the Marine Theatre called Sea What's There that brings together 4 speakers who discussed and share information about what is happening to our oceans and how we can help them. I own a PR & Marketing communications agency that is not dependent on my being in Lyme Regis nor uses the TIC for business - however it does provide me with an insight and knowledge of what is happening in this sector and building customer relationships to gain profit and branding. I think what is missing in all these discussions is what the TIC actually does. Whilst it does everything you list it also does an awful lot more. It oils the wheels of a lot of activities in Lyme Regis (non profit, organisations, voluntary and business) for locals and supports tourism and other events, businesses and organisations not just in Lyme Regis but also in Dorset. The reason they are able to do this is because of the knowledge those individuals have by actually working in this sector, which can not be learnt/achieved by volunteers. Your website supports the work they do - it doesn't replace what a face to face experience achieves . Anyone working with customers in the current climate (i.e any visitor who visits or benefits from that knowledge) knows that online media and social media supports that business but is not the whole business. (I work in the digital sector where my clients include retail, entertainment and events). These days people gain information from multiple sources. Here are some of the ways I and people who attend the events I run use the TIC: As a not for profit organisation that runs events we attract people to take part in those events - locally and from other areas (including Dorset, Kent, London, Cornwall, Devon, Somerset, Bristol, Midlands, Wales, Hampshire etc .</p>

Only Option 1 is a concrete proposal; the other two are imprecise speculations. The Council is irresponsible to run a survey on options that it has devised without any serious consultation with interested parties. It is intellectual laziness to start from the position "What shall we do with the TIC?" as if the TIC as it currently exists is somehow a single entity to be treated as an entirety. The starting points should be: - what services does the TIC currently provide, what functions does it currently fulfill? - who are the beneficiaries of each service / function? - can services / functions be prioritised in terms of benefit for the community of residents and visitors? - can services / functions, thus broken down for analysis, be re-grouped into categories that might each be managed in separate, appropriate ways? - are there related services / functions carried out by other organisations that could be merged into these groupings? - how, where and by whom could the services / functions thus re-analysed be provided most effectively and efficiently? Such an analysis would require thorough research with a wide range of local bodies and individuals, which has not been carried out. It should also be noted that Lyme is already over-stretched in terms of volunteer effort, and particularly the difficulty of finding volunteers to manage volunteers, so the suggestion of volunteer 'Ambassadors' is a non-starter even if it were a practical solution to whatever question is being asked.

Only that I and hundreds of others, thousands including tourists, would miss the the facility of having a TIC run by the friendly, helpful staff who are employed there now.

Over the past 8 years as a holiday visitor to Lyme we have used the facility every time we have visited. I would consider it to be instrumental in enhancing tourist satisfaction and without this personal touch many visitors will not be able to make the most of the area. Without the service, I know it sounds dramatic, folk may not have as great a time as they could have done and ultimately may not recommend Lyme as enthusiastically, therefore jeopardising generating future tourist traffic.

P GOING ON LINE MIGHT WORK FOR SOME BUT AS A LOCAL I LIKE TO TALK TO THE STAFF AT THE TIC AS I'M SURE MOST LOCAL PEOPLE WOULD AGREE. I WORK IN A RETAIL SHOP IN LYME REGIS IT'S INCREDIBLE THE AMOUNT OF PEOPLE COME IN & ASK WHERE THE TIC CENTRE IS. I WOULDN'T LIKE TO ADVISE TO GO ON LINE AS AT PLACES LIKE COOMBE STREET THEY WOULDN'T GET RECEPTION.

P Keep TIC open. Very important for visitors to the area.

P As a Council tax Payer in Lyme Regis I really feel strongly that we do need a good TIC in the town. Maybe I could be re-instated in another building, maybe the the shelters under the clock that appears to have bathing apparatus for the disabled displayed outside of in the summer but is closed! Ideal if it included the TIC as well

P Difficulty in asking questions TSfacility has preset questions + answers which don't necessarily suffice Spend money on tourist information centre rather than coloured lights in trees in garden

P hearing or sight or both impairment

P I don't agree with voluntary sector because most of the volunteers just have not got a clue because they are not local, they are incomers. Local people need jobs.

P I feel very strongly that this office should remain open to support local businesses and tourists as it has done.

P I know all councils have to save money, but surely doing away with the human element is not going to do this, as staff can often advise you on attractions to go to where you will then spend money locally, helping the local economy.

P I think you should be promoting the area by using good quality, knowledgeable individual guides that know the area. Please don't replace with an 'INFO terminal'

P Is there not any famous people or large companies/organisations who could donate to keep it going. They would, if they wished, receive positive publicity from this. 1 male and 1 female

<p>P It would be so sad to lose the face of Lyme Regis so invaluable to those visiting and the locals who use year round. I understand finances are tight and have to be justified but I feel Lyme is being forgotten being the furthest West in Dorset but with a film coming out which was shot in Lyme and more families holidaying in the winter due to the dog friendly beaches, I feel a TIC on the seafront will be justified and well used year round and will prove to be a worthwhile investment.</p>
<p>P Keep our brilliant TIC. No-one wants it to go!</p>
<p>P Lyme Regis is the most important town on the whole of the Jurassic Coast. It needs a centre enabling visitors to find out about local activities, accommodation, restaurants, sites of interest etc. They want to talk to people with local knowledge of the area.</p>
<p>P My interaction with the TI Centre was extremely positive and very helpful. It would be a shame to lose this personal touch</p>
<p>P NONE OF YOUR ABOVE PROPOSALS ARE A REALISTIC SOLUTION....IN FACT ARE NOTHING SHORT OF RIDICULOUS</p>
<p>P PEOPLE NOT MACHINES PEOPLE NOT MACHINES PLEASE!</p>
<p>P Personal service is always best Staff here very knowledgeable+ helpful. We like coming in here, a great resource & amenity. No Don't close it! Answered with a written NO to option 3 Husband and wife</p>
<p>P Please keep the T.I.C open!! Have been coming here for decades (literally) and have always found it so useful. A visitor coming for 35+ years (my parents lived here, but I live in Australia) Australian</p>
<p>P Please keep this office open Failing that please provide an office in the town or sea front Deafness needs face to face interaction</p>
<p>P Save money by turning street lights off earlier. We would then see the stars ie Dark Skies. Any burglaries/vandalism would be noticed more because they would have to use some light source to commit them.</p>
<p>P SUGGEST THAT THE COUNCIL IS REMIDED THAT LYME REGIS IS A MAJOR, ATTRACTIVE RESORT ON THE SOUTHWEST COAST AND DESERVES BEING TREATED AS SUCH.</p>
<p>P Surely you want to encourage visitors? If you take away the face to face T.I.C. service then people will INEVITABLY have frustrating, annoying and disappointing experiences trying to obtain information. On the other hand, if you retain your existing staffed service then we (visitors who spend LOTS of money here) will be happy and keep coming back (there are lots of other lovely places we could choose instead if we're unhappy here). The answer seems to be simple.</p>
<p>P T. I. C.s should not be regarded as a means of generating money for the Council. They are a public service, rather like buses, public toilets, libraries etc Please don't deprive the public of such amenities merely in order to save a bit of money.</p>
<p>P There must be somewhere in town that can be used maybe on the Parade</p>
<p>P they work with schools & customers help so much to the community & tourists Don't close it!</p>
<p>P TIC needs to have a presence in Lyme as a very busy tourist area drawing people from all over England and abroad.</p>
<p>P very short sighted & detrimental to tourist trade in the town + surrounding areas</p>
<p>P Volunteer help might not be available full-time, or at appropriate times, or at all.</p>
<p>P We have relied on this tourist information office during the past 4 years we have lived in East Devon.</p>
<p>P We need TICs. Tourism is key to the economics of the County - without it no other industry will survive - so big it up.</p>
<p>P When we visit another holiday resort in England we always call in at the nearest Tourist Information Centre, of where it is so good to speak to one of the staff ask questions about the area, perhaps pick up booklets to. etc. "Lyme is such a popular holiday venue and deserves to have a T.I.C</p>

<p>P WOULD HATE TO LOSE REALLY IMPORTANT CENTRE FOR INFORMATION, BOOKINGS ETC. NOT EVERYONE WANTS/CAN BOOK ONLINE. PART OF LYME'S CHARM ARE ITS BUSINESSES WITH FRIENDLY FACES.</p>
<p>P. I hear that you would move council offices into the space. This is short sighted. It is important to offer a front facing services to visitors dropping in. No way would I use online only. It is a mixed economy - digital comms is just one form of communication. Tourism is key to this town economic prosperity. Bonkers to not have a front facing service. Also what about people with access issues like us. £87 is a pittance saving. Touch screen is not as good as the content and tech behind it which needs investment.</p>
<p>P. A visit to Lyme traditionally involves a visit to the Tourist Office for up to date information with friendly and knowledgeable staff.</p>
<p>P. Accessibility is important for both TIC and Council Offices. But The first para of P1 of this document implied a breakdown of communication between the town council and Dorset Council. you both need to talk to resolve this issue. It is important for the economy and amenities of the town and area and for jobs.</p>
<p>P. All tourist areas need information - councils have to spend some money to bring in more to this town / bay. Our family has been coming to this area since 1986. Visiting Lyme Regis tourist centre each time. Very helpful service.</p>
<p>P. Bottom line - don't close. Keep as it is!!</p>
<p>P. Classic penny pinching, short sighted, small minded council tactic.</p>
<p>P. Consider please that the TIC is often a visitor's first port of call in Lyme. They offer a valuable source for all of us here too and truly are good ambassadors to the town.</p>
<p>P. Councils (Dorset and LR) should support local people in meeting up, volunteering, using the arts and the substantial tourism business. No one else has the ability to do this. Pleas maintain this service.</p>
<p>P. Did anyone proof read this document?</p>
<p>P. Don't close TIC.</p>
<p>P. Don't do it. Keep it as it is. Better service.</p>
<p>P. don't get rid of the tic.</p>
<p>P. Dorset council must get a big revenue from the business rates of all the businesses and shops which rely on tourism. Put the money back into a TIC to support businesses and maintain your revenue. Lyme is a getaway town for Jurassic Coast. It has history bringing visitors from all over the world. We can't be the only town to not have a TIC. Swanage has an award winning one - work with the Town Council to save ours.</p>
<p>P. Dorset products could be sold in other town outlets such as at the Town Mill. Concentrate holiday accommodation advice through one or more of the local estate agents.</p>
<p>P. Employment is provided which is absolutely vital in this town. Our biggest industry is tourism. we need to respect that and those who provide a service. Cutting funding in this area is false economy.</p>
<p>P. Find the money.</p>
<p>P. For many older people (both Lyme residents and visitors) it is easier to speak to people face to face, to collect information leaflets/papers etc. To stop this facility in Lyme due to cost is harmful to our town. Perhaps take a long look at costs and see if it is efficient. To ask for volunteers is fine but so many residents in Lyme already volunteer for various organisations.</p>
<p>P. Have always found tourist information offices essential to a good holiday!</p>
<p>P. How has the council allowed this to develop. The hard working staff at the TIC should be allowed to carry on working for the town. There should be enough money from our extortionate council tax.</p>

<p>P. I am strongly opposed to the proposals. I believe the TIC provides an invaluable service to both visitors and locals. I think closure is the worst possible option and would have a serious detrimental effect on both local residents and tourists. It would also harm other facilities in Lyme Regis such as the Marine Theatre.</p>
<p>P. I am very surprised this idea didn't get rejected when it was first proposed. The Jurassic Coast is a world heritage site. This means it is of international importance. Lyme being a most important part of the world heritage site certainly needs a tourist information centre. A film has just been made here about Mary Anning. The income the town will receive as a result will be of great importance to our hotels, cafes and shops. It is 38 years since the French Lieutenants woman was filmed and screened and remember what a difference that made to the town. It is essential that we retain a tourist office in a town which relies very heavily on the tourist industry for its survival.</p>
<p>P. I don't know why the option to run the TIC from Dorset Council is not mentioned. I thought the new government is putting an end to austerity. Why is the Dorset council forced to make cuts? I think it is very short sighted to take away such an important asset for the community.</p>
<p>P. I feel face to face to be essential. Being dyslexic, I am unable to use touch screen satisfactorily.</p>
<p>P. I feel it is obvious to any reasonable person that the TIC comes at a cost but feel the closure will have a severely depressing effect on the wealth and life of the town and therefore as our industry is tourism would be extremely infantile and foolish. Everything costs something. P.S. perhaps the face the Lyme Regis is a holiday town has been foolishly overlooked and closure of the TIC is a foolish concept. £87,000 is cheap for what it does.</p>
<p>P. I feel that the TIC enhances my visit to Lyme and provides the best possible reflection of what the town has to offer. The TIC presents a positive image of Lyme and greatly supports its tourism industry.</p>
<p>P. I feel very strongly that a town as special as Lyme Regis deserves a TIC and should maintain this excellent service.</p>
<p>P. I have experience of volunteering in TIC at Shaftesbury and would for one be happy to volunteer in Lyme. It is not feasible to have no provision somewhere so reliant on visitors.</p>
<p>P. I shall be very sorry to see the current system change.</p>
<p>P. I strongly disagree with finding alternative options. It is essential in my view to always have an information centre - it is like having an anchor point.</p>
<p>P. I strongly suggest the TIC has an office within Three Cups under threat of compulsory purchase. The property has been empty since before Jeremy Irons complained to the papers (when filming French Lieutenants woman). Palmers should not charge any rent at all since the TIC would be maintaining a part of the interior and protecting it from further damage and decay.</p>
<p>P. I think Dorset Council should continue to explore siting a TIC in other premises. Lyme should be represented by real people in a TIC capacity not touch screens etc. We know our customers really value the traditional aspects of their Lyme experience. It is refreshing for them!</p>
<p>P. I think in the long term, this will be detrimental to Lyme Regis as a resort and local authorities. I am sure you could find a model by sharing premises and staff (inc. volunteers if necessary) which would reduce costs, but closing the service is idiotic.</p>
<p>P. I think it would be a bad thing for Lyme Regis not to have people to talk to at the TIC.</p>
<p>P. I think it would be very short sighted to close the existing TIC to save a few quid in a town that is almost totally reliant on tourism. Locals like me also use the TIC regularly to buy walking maps, local guides, greeting cards etc.</p>
<p>P. I think it's ridiculous because a town dependent on tourism should have a tourist information centre.</p>

<p>P. I think the TIC should be retained at all costs. It is the first port of call for visitors - the face of Lyme Regis. Benefits all visitors and all businesses and is always useful to locals for the reasons you outline. It would be wonderful if a place could be found on Broad Street where it would be more accessible and a pleasant change from empty shops.</p>
<p>P. I think we have huge tourism here which provides employment and income to many residents of Lyme. Therefore the Tourist info is a fantastic addition and service for us all.</p>
<p>P. I would be a great pity if there would cease to be a tourist information office in Lyme. The service offered is excellent. There is no substitute for face to face advice or help. Also the booking facility for the theatre must surely help towards the viability of the theatre. Must surely help towards the viability of the theatre. Visitors like to pop in and purchase items and pick up leaflets and timetables.</p>
<p>P. If tourism is a major source of income for the area, do not jeopardise this. A good information source / salesperson is paramount.</p>
<p>P. In my experience, as a National Trust Volunteer, a good customer experience influences people's view of the area, especially at the start of their stay - you only get one chance to make a first impression.</p>
<p>P. In Sheffield, the council closed the tourism office and provided inadequate signage which no-one took any notice of. Tourism dropped and visitors and locals were very frustrated as to how to find information. 3 years later, it reopened and is well used. Please learn from this.</p>
<p>P. Is there really no other venue. What about along the Promenade. Alternatively, cant a person be retained to be based in the town council offices once they are relocated? Dorset Council should not waste money on the proposed crossing on Broad Street, but use it towards paying for someone to run the TIC within the town council offices.</p>
<p>P. It needs a concerted campaign by local business to ensure continued provision of a viable and vibrant TIC.</p>
<p>P. It sounds like a 'done deal' but I hope this 'consultation' is backed by a genuine desire to retain the face to face service to the benefit of traders and visitors to Lyme.</p>
<p>P. Keep it open and in the town.</p>
<p>P. Keep the face to face if at all possible and raise local taxes to pay for it.</p>
<p>P. Keep the TIC</p>
<p>P. Keep the TIC Lyme Regis is already infamous for it's lack of banks, parking problems, abysmal bus service (not 9A service). Don't take something that works well.</p>
<p>P. Keep the Tourist Office open please.</p>
<p>P. Keep TIC open at Jubilee Pavilion - common sense for local businesses</p>
<p>P. Look for new premises for the council eg St Michaels business units.</p>
<p>P. Loss of TIC will be a great loss to the town, both for locals and visitors. Loss of revenue to local businesses and organisations.</p>
<p>P. Lyme lives and dies on tourism. A smaller face to face option preferably at the information centre on Marine Parade would be good. A paper event sheet - as currently - is the best way not to miss the many good events which draw visitors and support to all the local businesses. Tickets and bookings work well at the TIC. They are so helpful and knowledgeable. If you replace this excellent service with IT / machines you will regret it.</p>
<p>P. Lyme Regis doesn't have a bank any longer and now looks like being without a TIC. Not a very good advert for a prime holiday attraction.</p>
<p>P. Lyme Regis is an important tourist destination and needs a TIC - if smaller resorts such as Dawlish have one, Lyme Regis certainly should.</p>
<p>P. Lyme Regis is the sort of place that people expect fossils. The TIC is one in the best possible sense. You must keep it open.</p>

<p>P. Lyme Regis needs a properly manned TIC office where the very helpful and informative staff can keep helping locals and holiday makers. With the many areas they cover etc. Bus or town times, cinema or theatre shows, coach trips, places to stay, places to eat amongst many more. Every time I come in the staff are all busy on the phone or helping customers. It must not close.</p>
<p>P. Lyme Regis should have a TIC and if it could be kept going somewhere else in Lyme by voluntary help, I would be happy to help.</p>
<p>P. Lyme Regis will lose its local feel and support for the community as well as its visitors.</p>
<p>P. Lyme Regis, like my town of Sidmouth, appeals to a slightly different demographic - not necessarily those who use the internet all the time but who welcome a face and help. You risk alienating a proportion of your visitors and residents; that group may not have a name yet still face discrimination.</p>
<p>P. Lyme relies on tourism. It needs a good hands on information centre. Its amazing how Lyme survives. its parking is appalling. it needs some sort of one way system. Never addressed. The only thing that works is the tourist centre they want to get rid of.</p>
<p>P. Lyme tourism is thriving but there is much that visitors, who tend to head for the seafront do not explore because they do not know about it. More information can be provided at a combined centre on Marine Parade. Why has this not been identified as an option in these proposals? It seems such an obvious way forward - perhaps an indication of a lack of Borough and County Council collaboration.</p>
<p>P. Maybe join forces with the museum and either have 1 person there or train up museum staff to be able to still provide face to face service.</p>
<p>P. Need a paid organiser and back up.</p>
<p>P. No</p>
<p>P. Please do not close TIC. I love contact with real people please. Love Lyme.</p>
<p>P. Please keep a face to face tourist information.</p>
<p>P. Please keep it how it is.</p>
<p>P. Please keep the Tourist Office. It is a valuable resource and Lyme Regis tourism would suffer greatly without it!</p>
<p>P. Please leave this facility alone and as it is. this is an important aspect for visitors point of view and helps Lyme Regis attract the number of tourists it does.</p>
<p>P. Please think of visiting fossil hunters from overseas.</p>
<p>P. Re-iteration of statement above. Suggestion new premises - the Jubilee Pavilion, Marine Parade, Lyme Regis.</p>
<p>P. Retain a viable, accessible TIC in Lyme Regis. As a business in a small yet busy and active town, the TIC provides a significant supportive role. The presence of the TIC provides an important focal point of information, reference, valued by myself and other businesses - it aids cohesion and unity and offers a bridge between visitors and tourists, events, programmes and information.</p>
<p>P. Retain the current model.</p>
<p>P. Ridiculous to close a tourist information centre in a town reliant on tourism. Visitors need all sorts of information when they are here.</p>
<p>P. See above. I can't understand how a town so reliant on tourism and day visitors can consider closing their outlet. I am here in February and there are people coming in all the time, so it's not as if there's nothing going on. By all means change to a volunteer based system, but please reward those volunteers in some way OR JUST DON'T CLOSE IT.</p>

<p>P. See above. The TI in Budleigh Salterton has disappeared. My nearest town is Honiton where the TI has been withdrawn from a central location in Lace Walk car park and replaced within the library which is not central and noone would bother to seek it out, which I am sure is detrimental to the "life" of the town. If Lyme loses its TIC I am convinced Lyme will suffer as a result. I visit Lyme approx once a week since moving to East Devon five years ago and incredibly I did not know where the TIC was. It is so tucked away it should be on the main promenade for all visitors and easily accessible.</p>
<p>P. See supplementary evidence 003</p>
<p>P. See supplementary evidence Ref 002.</p>
<p>P. Short sighted when Lyme Regis calls in so many tourists and the physical geography of the area.</p>
<p>P. So many facilities on the ground are being taken away from us - as I said not all people use computers and the internet.</p>
<p>P. The loss of a face to face tourist info office would be disastrous to tourists - who need such an office to make the most of their visit / holiday and would be disastrous for local businesses who would not have their booklets / brochures available for tourists to take away / read or for info. staff to suggest.</p>
<p>P. The loss of this public service is I feel another downgrading of services provided by the council. I would have thought the TIC would be integrated into alternative accommodation eg within another shop in Lyme - Broad Street or Museum / mill or even beach hut. The charity shops all seem to survive. I cannot believe no other potential venue possibly cannot be identified!</p>
<p>P. The main thing is to have face to face contact. Trying to contact/communicate with Dorset Council is so frustrating and time consuming because the website does not cover all the answers. A human being can respond immediately. You need to make things easy for tourists to get information. Nothing beats having a person to talk to. It is a service used by residents.</p>
<p>P. The obvious re-allocation to Marine Parade (Shelters) is highly visible. In fact, the TIC would have even more trade as it's present locaiton is hidden to visitors. I am frequently asked where it is. We've lost a bank; fear of losing the post office; unpopular decision to ban dogs from beaches. What is happening to this wonderful town.</p>
<p>P. The personal touch is most important to the tourists that visit the town. Tourism is the life blood of Lyme Regis. Many new businesses are investing in this very busy town and for you to be cutting back is totally the wrong direction.</p>
<p>P. The three options proposed are not viable and should be scrapped.</p>
<p>P. The TIC as it is will be a loss to us, visitors and the Marine Theatre for booking theatre tickets - not on line - same as lots of us.</p>
<p>P. The TIC offers an invaluable service to many visitors to Lyme Regis. Although living in Somerset, I regularly use the TIC in Lyme Regis. Their link to the marine theatre is excellent and I have purchased many Marine Theatre tickets over the years via the TIC via a phone call. They operate a very good waiting list facility for Marine Theatre tickets. Lyme Regis is a key tourist site in Dorset and as such needs and warrants a full TIC as is operated currently.</p>
<p>P. The TIC should be relocated preferably to a prominent position (seafront). Lyme's prime business is tourism and any organisation which assists to maintain this should be valued and funded.</p>
<p>P. The TIC should be retained as a matter of priority, with further consideration given to income generation from the facility. More consultation on this is needed across the community.</p>
<p>P. The town relies on tourism.</p>
<p>P. There is a perfectly good building on the Marine Parade that seems to be used for nothing at present. Seems ideal location and somewhere the TIC could be more accessible to holiday public who perhaps need them most.</p>
<p>P. These proposals are more examples of the triumph of financial considerations over the needs of taxpayers.</p>

P. Think there should be an Option 4. 1) Different venue for TIC 2) Reduced hours / days 3) Rather than NO TIC.
P. This is another community resource lost and will be a great loss to Lyme Regis.
P. This tourist office is flagship for Lyme Regis.
P. To have no TIC presence in a town of the calibre of Lyme Regis would appear unthinkable and positively unwelcoming to visitors particularly with reference to fossil hunting and coastal safety and accommodation booking. As far as relocation - has part of the Three Cups been considered? Or an extension to the current library? What happened to Marine Parade location?
P. To provide a service as it exists now, with knowledgeable and helpful staff, is obviously vital for a place like Lyme Regis and the office needs to be in a prominent position.
P. Tourism is important in Lyme Regis and should be recognised as such by the town council. Tourism will increase and I feel this is a very short sighted decision. I feel the council and Dorset council are not taking the importance of tourist industry seriously.
P. Tourism is Lyme's biggest industry on which many people depend. Why are you proposing to degrade the service and remove a key pillar of our town?
P. Very disappointed you are thinking of making current staff redundant. It would be a sad loss of such helpful / efficient people. Face to face service is vital in a big tourist area / resort like Lyme. We are always asking questions and find the current staff really helpful. Website information is no good if you are out and about. Why not relocate office to seafront information centre. It is a much better location. See previous comments. Also please bear in mind that staff seem to be constantly busy so are not surplus to requirement. Also why such a short consultation period. You obviously are rushing this through without proper consultation.
P. Very sad.
P. VERY SHORT SIGHTED. A LOSS TO RESIDENTS, VISITORS AND LOCAL BUSINESSES. AUSTERITY IS OVER REMEMBER. ACCORDING TO THE RICH, POSH BOY IN NUMBER 10. THERE WILL BE MORE RESCUES OF VISITORS CUT OFF BY THE TIDE. THIS IS A SAFETY ISSUE. REMOVE THE BLINKERS. SEE THE WIDER PICTURE.
P. We have already lost all our high street banks. Closing the Tourist Information Centre would be the nail in the coffin.
P. We have been fortunate to visit one of the more expensive hotels in town where we have had a friendly and helpful service. This makes all the difference to our stay and I believe encourage further visits. There must be enough volunteers capacity in town to provide such a service, perhaps not in a seafront position which may be valuable for businesses - why not make the tourist info centre more commercially viable.
P. We have been volunteers in different areas ever since we moved to Lyme Regis 25 years ago and we and our friends and neighbours are all getting older! The voluntary sector has been over burdened for years!
P. When we visited on 3/4 January there were plenty of people calling in the centre and it was the first question we asked when we arrived. A facility like this needs investment and cost effective support to sustain the reputation and employment of this important economic asset for Dorset.
P. would be a great loss to Lyme as a major tourist destination.
P. Yes and pay 100% council tax for a tiny holiday property (no permission for full residence). I only use tourist information and libraries. Say no more. One diminished now under threat. Lyme depends on tourism. Why close tourist information.
P. Bad idea. More evidence of cost cutting at expense of the public.

<p>P. I don't think closing the tourist information office is a good idea! It provides an essential service for visitors and locals. Closure will damage local businesses and the economy. The proposal is short sighted and there appears to be no alternative plan to the 3 options here. This speaks to a very limited effort in trying to keep the service. Has anyone tried to find the hidden economic benefits of the service?</p>
<p>P. I have been to the TIC office today (6 Jan 2020) a wet dreary Monday and whilst I was there two other customers were also helped. Please consider the VALUE before destroying it.</p>
<p>P. My experience in Lyme Regis would have been much poorer without the information given by the staff - bus timetables, maps, suggestions for walks, tide times, advice about keeping safe on cliff / beach walks - all given in a 10 minute chat by a very friendly, capable, person. Future visits have been planned to Lyme on the basis of the information provided. I will return because of the info given.</p>
<p>P. no this is unacceptable. Why not combine with the library?</p>
<p>P. Please retain a local face to face facility.</p>
<p>P. See attached supplementary evidence Ref: 004. Another point - Mary Anning is on the Primary Education curriculum and Lyme Regis is on the secondary education curriculum. the TIC got questions on these all the time.</p>
<p>P. See supporting printed evidence from David Cozens, former Lyme Regis Town Councillor and Chair of the Publicity and Advertising Committee, dated 08/01/2020.</p>
<p>P. The Jubilee Pavilion is underused and provides a central venue for a TIC while a self service capability is a useful addition, it does not provide a complete and extensive service.</p>
<p>P. These proposals offer very little choice and it is quite clear that Dorset Council intends to close the TIC regardless of the views of Lyme residents and visitors. This supposed consultation is a farce.</p>
<p>P. Think the closure is very short sighted for the tourism that Lyme Regis desperately needs for it's businesses. This is a very special place.</p>
<p>P. We value the work that is carried out by the TIC staff.</p>
<p>P. You cannot replace the value of a well informed person with a machine. Human contact is an integral part of any good travel and information service, not to mention any travel experience. I go to talk to the locals and learn about their lives and community, not some computer.</p>
<p>People value face to face. Lyme Regis offers community and welcoming atmosphere. Staff at the TIC provide a visible and warm welcome to the town providing valuable local information and connections to local businesses. Such behaviour provides an indirect value added addition to the economic development of the town and the wider area.</p>
<p>Personal contact, person to person, is always better than impersonal computer/touch screen regimented replies. Keep Lyme Regis special!</p>
<p>Personal conversation with the excellent TIC staff is essential to promote the facilities of Lyme Regis and surrounding coastal area.</p>
<p>Pleas keep this valuable service, Lyme would be the poorer and regret the decision.</p>
<p>Please be more frank about the reasons why cuts are necessary. Central government cuts in the name of 'austerity' are downgrading and removing local authority services rapidly. You may not be able to do much about it, but not even to mention the true cause of this proposed service cut makes it all the easier for more cuts to be made and for the blame to be laid on councils rather than where it truly belongs.</p>
<p>Please consider how reducing this service will have an impact on information about local businesses such as hotels, guesthouses, self catering, also restaurants, cafes, and services such as buses and the theatre. Not just in Lyme but also Charmouth and the surrounding area.</p>
<p>Please continue funding while alternatives are being considered.</p>
<p>Please do not close our TIC!</p>

Please do not close the TIC. It is an asset to the town, is frequently used by all and provides a valuable service to a thriving holiday destination.
Please do not lose this vital service that helps so many tourists - after all this is a tourist town
Please don't close the centre, it is wonderful and really attractive.
Please don't close!
Please don't take the TIC.
Please don't close such an invaluable service to your beautiful
Please don't close this facility
Please don't close this lovely, friendly and useful service. People still need to talk to people to find out about things that they wouldn't have thought of doing.
please find a way to retain TIC services in Lyme Regis.
Please identify the importance of TIC to the community, businesses & tourists
Please keep the TIC - this is any area of massive tourism and a World Heritage Site so a huge amount of money must be generated. Even at the Charmouth HCC we get >150,000 visitors a year so Lyme must get a huge number. Why some of the money generated can't provide visitors with the help they need (esp for Health & Safety issues relevant to a coastal area), I cannot understand.
Please reconsider the proposed closure of our TIC. This is an invaluable place of information for visitors and is run in a very professional and friendly way. The people who work there provide an up to date link between the tourists and local businesses and do an excellent job of promoting our little town. It would be a sad loss if they are replaced by technology - I urge you to stand up for local jobs in the TIC and the help they provide to the neighbouring small businesses.
Please reconsider.
Please relocate the TIC to the hardly used refurbished facilities on the seafront, where tourists abound.
Please see my previous comments. I cannot reiterate enough how important I feel it is to retain the services of the Lyme Regis tourist office, even if in a different location within the town. Lyme is an attractive tourist resort, it would be crazy to discontinue the service. Why can't Dorset Council talk to the Town Council about alternative locations in Lyme?!!!
Please see previous notes.
Please try harder!
Please try to maintain these human-level services. It is the friendly local community as well as the wonderful scenery, quirky shops and beaches which attract visitors to Lyme. Local residents also use the TIC for a variety of reasons (Marine Theatre bookings, bus timetables, etc.) and we will all suffer if there is not a friendly viable alternative.
Please....please reconsider carefully the impact the loss of this service and the work and local knowledge the girls at the centre provide as being a valuable asset to the town
Possible alternative sites for the relocation of the TIC: Jubilee Pavilion on Marine Parade New unit adjacent to the Monmouth & Cabana car parks Sweet shop under the Guildhall Council Chamber Unit at the Three Cups Hotel. Possible joint facility with the Lyme Regis Museum
Refer to comments in OPTION 3
Regard physical presence of TIC as essential to well-being of town and service to visitors.
Removing tourist facilities harms tourism itself. Good facilities equals return visits.
Retain the TIC or build a new improved library with the TIC on the same premises.

Ridiculous. Yet more cuts. The LA public face staff are stretched to their limits and bring made redundant putting increased pressure on the wider public and unemployment numbers. Senior managers and councillors just plan further cuts rather than provision of services. Cut extortionate pay levels for senior management and councillors IE cut your cloth accordingly and deliver the public services IE people serving people that LAs are there to do it
Sack the people who brought up this stupid idea
Said in previous box.
See previous answer
See previous answer!
See previous comments.
See previous comments.
See previous statement
Seems a great shame that such a vibrant arts/info hub is to be closed when it also provides a guide for tourists to spend money supporting local events and organisations. Self-defeating process to close it.
Seems a real shame to close it down when it's played an important part in the town
Shorter opening hours, especially out of season. It always feels overstaffed out of season. Definitely needs downsizing. My main use is to book theatre tickets.
Short-sighted and dramatically underestimates the value of TIC to residents, visitors, business, the prosperity of Lyme Regis and the rest of Dorset.
Should you go ahead with this, there would need to be a revamp and updating of the DTA website.
Strongly feel that towns should pay for their own tourist offices as the businesses in those towns reap the benefit.
Strongly prefer to retain the TIC which is a great asset to Lyme
The 3 options on this consultation are clearly designed to discourage any attempt to keep the TIC open and as such is a mockery.
The benefits of having the premises available for council offices to allow accessible access to services and information for residents of Lyme Regis will be a great advantage to the residents of the town. As most people use smartphones these days other information about Lyme Regis is easily obtained from websites or from asking a local resident which a lot of tourists do.
The best solution of all would be to have a permanent office for information with a full-time manager helped by volunteers. Perhaps in the Shelters or use the Langmoor Room.
The clue is in the name of the Office
The cost to the Councils is small in comparison to the loss of the personal touch of experienced staff. This is paid for by the residents from the Council taxes we all pay towards the running of the town. No computer will surpass the service we receive currently.
The council needs to think of the impact of this and try to cut costs where there is so much wastage already
The council outlet in the Shelters would be very suitable for locals and guests to the town.
the excellent run TIC should be kept in Lyme Regis. It is a great asset to visitors and residents and run by superb 5 star staff. It is a real credit to Lyme Regis. We should all be very proud of it and support it. How can you have such a very busy and famous tourist destination without a TIC.
The face-to-face public consultations are on days and at times that exclude working people from attending.
The lack of a TIC in Weymouth is not good for visitors and puts pressure on the local town council and other local businesses to fill the gaps. There are still plenty of people who do not use the internet, especially older and vulnerable people, and removing the Lyme Regis TIC would have a negative impact on these people and make tourist information inaccessible to them.

<p>The notion of providing no TIC in Lyme Regis is a ridiculous suggestion. The town survives on the cash-cow that is tourism. It would be a false economy to get rid of the TIC.</p>
<p>The options given doesn't strike me as a fair consultation. It sounds like a decision has been made and this is just a legal requirement tick in the box. I have worked in councils.</p>
<p>The personal touch is best, to attract and keep tourists. People always impart more info than a machine and give alternatives and suggestions a machine can't. They can see and assess the people and situation a machine can't.</p>
<p>The proposed savings would constitute false economy. The benefits of having a TIC far outweigh the cost.</p>
<p>The questionnaire's opening text is wrong and misleading, and should either be amended or taken down. - The 1st and 2nd sentences in the opening text states "Given that... (LRTC are serving notice...) - no wrong - it's not because or as a consequence of the notice, it's because West Dorset formally informed LRTC twice that they "were minded to close the TIC" over the last 18 months, - this was well before LRTC served any notice on its lease.(In fact it was after Dorset's first formally related inclination to close, that LRTC then looked upon its own pressing priority needs to make its offices fit-for-purpose, - which they currently are not.) - Again, under 'options' the text implies that the TIC this is facing closure because of LRTC, which is not the case. Equally it is not true to say there is 'no other suitable site' - it is commonly recognised that that the Jubilee Pavilion would make the perfect site - much better than the present ever would, and LRTC suggested it would be available but Dorset appear not to have wanted it. And I can not believe that the TIC HAS to be where it currently is because there's 'no other suitable location', - absolute nonsense, - that implies that if it wasn't where it is it wouldn't have ever existed..which wouldn't have been the case. - With regard to the 'alternative' options, LRTC have not said or agreed that they are "open to creating an integrated information offer" - it has never been proposed or agreed.to by Council..- What is demonstrably missing is the lack of any substantial local tourist business interest in collectively taking on the TIC both financially or in manning and running it. They appear to believe they have other ways of operating their business interests without providing sufficient real support to make the TIC viable. It's a mark of where things are today, as much for the high streets as the TICs everywhere, - and Dorset (even the Jurassic coast) is no different to other UK tourist areas in this respect. Pleas</p>
<p>The role of TIC should be developed and expanded to take on board wider issues connected with the tourist economy and feedback information to the local authority. As the centre point of the Jurassic Coast I find it hard to understand why closure is now contemplated. If you put the office in the unused space on Marine Parade more people would be able to access TIC and make use of its great resources.</p>
<p>The team in TIC were so useful this week. I was only in Lyme for a few nights over new year despite using online services to work out buses and locations of events etc they were able to help me in such a short time. I appreciate that there is a need to cut costs and the increasing pressure on budgets however for a town which must rely to some extent on visitors to the local area, provide them with the excellent service you are now. It will enhance their experience of a stay in Lyme and hopefully encourage repeat business.</p>
<p>The three options are all about closing the service, there should be earlier options about a wider range of alternatives. For a town that depends on tourists, this would be yet another cut to the support offered tourists.</p>
<p>The TIC is a friendly and professional promoter of the town and its businesses and that value cannot be quantified. It would be a sad loss to Lyme Regis.</p>
<p>The TIC is a very valuable asset. Do you want the numbers of visitors to decline? I do not believe that the town council's intention to expand is a valid reason and I suspect that there is some internal politics going on.</p>
<p>The TIC is a very valuable community resource-please continue it.</p>

<p>The TIC is an invaluable resource. Please don't close it. If necessary, move it to the shelters but keep the staff on.</p>
<p>The TIC is much needed, much use and much loved.</p>
<p>The TIC is of great value to the town and must be continued for both locals and more importantly to attract visitors.</p>
<p>The TIC IS the face of Lyme Regis for visitors and needs to be professionally provided and funded. The idea of using on-line technology and creating the Visit Dorset website is a good one. I do not know what the annual costings budget is for providing that service and the systems needed to ensure the information is not out-of-date. I wonder if a short term temporary solution for 2020 season would be to re-house the TIC in one of the unused shops in Lyme Regis. One such possibility is a shop in Silver Street opposite the library. I recall it being an electrical appliance and repair shop but I don't think it has been used for many years and maybe the local Town Councillor, Graham Turner, would have more information about it.</p>
<p>The TIC provides an extremely important service to visitors. This should not be closed. They do a fantastic job.</p>
<p>The TIC provides employment for local people, a bond and service for the community, and promotes tourism in the town and therefore work for all of the accommodations and restaurants etc. Closure due to 'money' is short-sighted and a lack of duty from the council who should be there to promote all of these things.</p>
<p>the TIC should be enhanced - depleting it is very short sighted. a reduction in local tourism would impact visitor numbers which would adversely impact the local economy for service providers (i.e. agents, cleaners, maintenance, catering, venues/events, employment etc) there have been proposed closures of TICs in other regions - have comparative studies been accessed and, if so, why are these not noted in the consultation? It is easy for anyone to have an opinion but more useful to have an informed opinion!</p>
<p>The tone of the introductory statement is very negative and has clearly been written on the basis of confirming closure which is quite wrong A proactive open mixed positive solution focussed approach needs to be taken. Not all visitors to Lyme wander around looking at Dorset Tourism website and none of these provide the answer to people's many questions.</p>
<p>The tourist information centre provides a great service for the town.</p>
<p>The Tourist Information Office plays a valuable part in helping visitors and others in the town by providing a face to face service, provision of maps, bus timetables, walking routes, tickets to local events etc. So this would be a sad loss to the area and Dorset as a whole.</p>
<p>The Town council could share some of the cost of the service.</p>
<p>The value of the service and the knock on effect for facilities in the town should not be underestimated. If footfall is too low, the move of the service to a new location should be seen as an opportunity to improve footfall, and benefit local facilities even more, by combining the service with a cafe, museum or gallery.</p>
<p>The way this survey is presented conveys Dorset Council has already made up its mind. There must be premises available to replace those in current use. Lyme Regis has many elderly and other visitors who may not be used to obtaining information or help through electronic services. Face to face communication is a very important aspect of local government services.</p>
<p>There appears the a very unutilised space in the jubilee pavilion. Partnering here would seem to be a good option. The position is perfect for a TI facility, and it currently appears hardly used.</p>
<p>there should be an option of leave it as it is. it is central, convenient, user friendly. surely the town council can find another way to accommodate their staff</p>
<p>There should have been Option 4 :- Maintain the TIC on another site. I do not agree with Option 1 - the council's preferred option. My ethnicity has nothing to do with this proposal, see below</p>

<p>There will always be people who can't use digital services, or who don't know what they are looking for and therefore don't make the correct searches. It seems important for a location like Lyme Regis, with a strong tourist based economy, to have a central location to which visitors can go for information, and to be signposted to activities and opportunities that they might not know about in advance eg. theatre, workshops, events, exhibitions - that make the town more attractive to a wider demographic than just seaside activities.</p>
<p>These Options are not the only options that should be considered. Retaining the service and relocating the office to the Jubilee Pavilion would be my preferred solution. Lyme Regis relies on Tourists for its ongoing viability as a town. Local tourist related businesses should be encouraged to contribute to the cost of the TIC.</p>
<p>They are a backward step in providing a service</p>
<p>Think carefully on what image this will give to tourists coming to Lyme Regis. The more stressful their experience here the worst it is for local business.</p>
<p>Thinking carefully about what you are doing.</p>
<p>This development is of great concern. It reveals that Lyme Regis Town Council do not view Tourism as being an essential wealth creator / source of employment. It must also give grave cause for concern how Dorset Council as a whole views Tourism throughout the county. Dorset Council and LRTC should consider the highly successful Swanage Information Centre and how that delivers real service both to the community and to Tourism. It is a shining example of how to do it.</p>
<p>This is a town which depends on tourism. Why close a vital ingredient. Very short sighted</p>
<p>This is a very disappointing failure of imagination and effort, and a depressing start to the new regime.</p>
<p>This is a very sad reflection on the community. Why bother paying taxes if the most useful services will not be provided?</p>
<p>This is a very short-sighted cost cutting proposal given the importance of tourism to Lyme Regis and the surrounding area. Yes, people do look online when researching a holiday destination but having the TIC helps other businesses e.g. sorting tricky bookings that don't fit the computer algorithms, good advice re visits to the wider area, also first aid provision.</p>
<p>This is the 3rd box to fill in Please refer to previous 2 boxes</p>
<p>This is yet another example of the council undermining the ability of local business to benefit from the tourist industry. They seem to think that everyone can, and will, access local information using smart phones or the like. I travel a lot in France, and almost every town has a local tourist office, our first port of call for local maps, leaflets, walks, etc. It would be wonderful if Dorset Council could take the same view of the need for effective TICs to encourage local tourism.</p>
<p>This requires extensive consideration with the public at large and the staff who are to lose their jobs to machines, which is an insult, and consultation with all businesses in the town, it seems decisions have been made without this happening first.</p>
<p>This service has been invaluable to our family for 3 generations</p>
<p>This TIC has been an invaluable source of information, help with accommodation, details about events and cannot possibly be replaced by the internet - there is too much knowledge altogether in one place, as well as very courteous and vital help on the phone, for this resource to be lost.</p>
<p>TIC covers a wide range of enquiries about our town that cannot be covered by an online service. I do think it will be detrimental to businesses and organisations.</p>
<p>To close the TIC is shortsighted. Could it be incorporated into another business in the town? Or, perhaps, invite a local business into the new location of the TIC to share the rent and it could give the business a boost at the same time?</p>
<p>To close the TIC will impact greatly on Lyme as a tourist destination, it's the first port of call for information and advice. Find another venue and KEEP IT OPEN!</p>

To continue the service. I am speaking only as a local . My comments do not include the valuable service to the tourist trade:
Totally understand councils need to save money and prioritise essential services but please try to preserve what's best about the current TIC.
Tourism is our main/only industry. It is bad for our town to lose such a vital service
TOURISM is the biggest employer in Lyme Regis directly and indirectly...it would be madness to loose this service, many locals, businesses and visitors depend on this and the brilliant staff. The JUBILEE PAVILION would be an ideal location. It has flat access, already has desk and good space, is proven to get very busy in the summer especially. It is a wasted space currently. DORSET and TOWN COUNCIL need to work together to cut costs, provide an efficient, professional and friendly service to locals/ visitors and businesses alike who all currently use and value the TOURIST INFORMATION CENTRE. LYME REGIS is only going to get busier due to its World Heritage status as it's on the Jurassic Coast, AMMONITE FILM due out this year, regularly mentioned and recommended in National/ Worldwide newspapers/ publications. SCHOOL CURRICULUM Mary Anning on the primary school syllabus/ GEOLOGY students case studies/ Award winning COASTAL DEVELOPMENT PROGRAMME encourages regular groups of visitors/ school groups/ trips/ teachers/ students to lyme Regis. Supports LOCAL BUSINESSES and ECONOMY by promoting Hotels/ bed and breakfasts/ eating out establishments / TICKET OFFICE for Theatre/ Jazz Festival/ Folk festival/ Fossil Festival/ Pantomime/ local groups and societies through FACE to FACE and social media/ digital but go hand in hand and are reliant on local knowledge.
Tourism is the lifeblood of Lyme Regis and research shows that the positive financial impact of a TIC runs into £millions for an area. Digital information has a role, but in depth personal knowledge and help from experienced staff is invaluable. Non-digital users, the less able, those who want to delve beyond the superficial, smaller businesses without the money and profile of the big boys are only a few examples of those who will be devastated by this loss of service. Damaging tourism will lead to business closures, job losses, consequent pressure on benefits and the housing system and more people struggling with mental health issues. Another brick in the wall of economic decline of a rural seaside town that already has no banks and no post office. Finding a way to continue to support tourism through its TIC is vital.
Tourism needs to be supported in the UK, especially as we are not sure how Brexit will affect holiday plans.
Tourists like to have people they can ask questions of
Try and learn from your previous mistakes!
Typical of a wasteful an inefficient short term decision. Lyme deserves better than this. Perhaps the council should consider paying its Chief Executive less if they a short of money.
Typical short-sighted Town Council in a town where tourism is everything. I say this as a retired person on a pension. Without the tourists Lyme would be a ghost town with no businesses and nothing to do. Don't cut the service, expand it.
Typical thoughts these days, close everything and use technology; spend money on machines not people. Not everyone is technically minded and many appreciate someone to talk to rather than address a moronic screen. I do not consider any of the three stated proposals would address the situation.
Unbelievable to even consider closing the tourist office or installing faceless touch screens. Given how important tourists are to Lyme Regis, its basic to recognise the importance of the tourist office and the information it provides to tourists and locals alike. Relocation to empty premises on Marine Parade is the obvious solution.
Use the deserted pavilion and revamp it.
Utterly ridiculous way of cutting back spending. You don't cut back on what helps to Bring funds into the county

Very sad that something that is so well used is considered for closure. Isn't this money well spent on promoting and marketing Lyme Regis?
Very sad to think this iconic building may not be used fully by the community
Very short sighted, disingenuous and lacking in honesty. The TIC has been under threat for the past 7 years with West Dorset officers not being allowed in recent years to negotiate a sensible hand over to the Town Council.
Vital service needed for success of town tourism
We aren't be truly consulted as we aren't being offered the 4th option - relocation.
We consider it to be a retrograde step particularly for the older demographic who frequent Lyme Regis on holiday and who would prefer a face to face interaction.
We definitely need a TIC in Lyme Regis. When I worked as a volunteer at The Shelters we had so many people visiting and it was an asset to the town.....people said as much. Could we not use The Shelters as a permanent base instead of the building lying empty for a good deal of the time....such a shame for a superb building.
We feel that there should be a proper TIC in Lyme due to the visitor number, and the size of the town and its holiday business. We are regular visitors to lyme and use the service a lot even though we have been coming for many years. A TIC is essential. Bridport has one and thats not a holiday town... So why not Lyme. We feel that this is just about money and would be a sad loss to the town.
We have had enough of services being run down. The UK is the 5th richest country in the world. Where is all that money going? It is precisely for services which help the community like the TIC, that money should be spent, It is not something "voluntary". Even the poorest countries I have visited, like Tobago, tanzania, Madagascar, Costa rica etc, have really good TICs. Sometimes they are sited in libraries (another possible idea , to site our TIC with the Library??). We should be proud of the "Pearl of Dorset" and not rub away at its edges like this.
we still need a TIC. not everyone goes online to find info. a centre where tourists are seems like a sensible option. most visitors will walk along Marine parade at some time in their visit.
We thoroughly enjoyed our visit to Lyme Regis and it was enhanced by face to face information from the TIC.
We would be very sorry to see the TIC go, because Lyme Regis is a very district locale with it's own unique offer - the fast growing wealth of Airbnb's in the area shows that tourism to Lyme is burgeoning. It seems counter productive to remove a key Information Service to an industry that surely must be one of the most regionally profitable
What is the cost of not providing a TIC?
Whenever I have been in the service is very well used. Not having the ability to talk to people about the area and services available could impact tourism in Lyme.
While Dorset Council must of course prioritise its spending, it is hard to see why supporting tourism should not be an extremely high priority, especially in a town which is so reliant on tourists and whose businesses and facilities rely on the money the tourists bring in.
While I appreciate that you do not have much money thanks to the government and costs are rising, I feel that the Jurassic Costaline is a national treasure. So many people visit Lyme all year round and I cannot imagine myself going to a tourist destination anywhere in the world and not being able to find such a place to help me. Whenever I travel, I make s bee line for these helpful places to get maps and talk to them. If you offered me w touchscreen I would scream! If you are foreign and need help or suggestions, a machine will not cut it. Please don't cut this valuable service to visitors and myself. A I love that place and the staff are amazing. Even if I didn't sell my cards there, I would carry on using the place. It's an essential part of Lyme. The Park and Ride has been axed, parking is atrocious, the banks have all gone and I feel we are giving visitors an excuse NOT to visit Lyme Regis.

While it would affect us at the observatory - where we provide STEM education to the public - closing the Tourist Information Centre would have an enormously detrimental effect on the local area in general. With the coastal area being so reliant on tourism, closing the one place where people can find information and advice is illogical. It serves a wide range of needs - from providing the tide times, which are essential for ensuring the safety of fossil hunters, to acting as a box office for the Marine Theatre. It ought to be relocated to a more prominent place, but the service should be retained as-is.

Whilst I appreciate the Council's need to work within a budget and to justify expenditure, having a facility for the provision of tourist and other visitor information in Lyme Regis is critical to the town's attractiveness and survival. The town relies heavily on tourism so it is critical that Lyme continues to be tourist-focussed. Rather than take away the TIC altogether, could it not be moved to an area of another Council -owned / leased premises, or to another premises that is vacant (eg the temporary booth on Marine Parade that is only used in the Summer. That sits empty for the rest of the year with a sign pointing to the current TIC location.

Whilst understanding the economic pressures on Councils to save money I think that depriving Lyme of the TIC with the personal, efficient and successful services that it offers would be false economy in the long run. It is worrying and disappointing that there does not appear to be an Option for relocating the TIC and continuing with it in another location. I think there definitely should be this option and hope that after the business and public consultations views are truly listened to and acted upon. In my experience in spite of going through the motions of 'consultation' the powers that be have usually made their minds up and this will just be a box ticking exercise. I do hope I am wrong.

Who on earth had the stupid idea to put this proposal forward? A tourist town needs a professionally manned Tourist Office. Lyme Regis is getting more and more popular, not less so!

Why can another, more accessible premises not be used? Several empty seafront buildings are ideally located

Why change a successful existing service so readily?

Why is this decision being left so late?

Why not consider relocation to the Jubilee Pavilion on the esplanade? It is supposedly an information service but hardly ever seems open but is an ideal location for the TIC.

Why not have a mobile tourist information centre? This could then either move about the town on different days - or maybe even visit a few different towns as well. Alternatively, look to occupy empty shop units but make the TIC modular so that it could easily move to another empty unit when a tenancy is found. Dorchester seems to have successfully integrated their TIC into the Library - could this work for Lyme Regis. Or see if there is another building - one of the churches, the theatre, the cinema, etc - that has space they might be happy for some rental for. (Trouble is that councils have wound themselves up in too much political correctness to now seem to be associated with any viable option unless it's completely disconnected from reality...).

With help of local tourism businesses, you must be able to find a solution that works and is cost effective

With LR having SO MANY visitors every year, both staying and day visitors, not having a TIC seems poor service. Certainly, whenever I visit a new area, the TIC is about the first place I visit.

Would a local business consider providing a space for this service, it would also increase their footfall.

Would be a real shame to have no personal tourist info, especially given no. Of tourists.

Yes please stop getting rid of facilities. No banks -half the time the ATM is empty. No good for encouraging visitors.

You already have mine. I am underwhelmed by the options you are recommending surely we can all do better than this.

You are being short sighted. Lyme is world famous and has huge potential to expand tourism and tourist income to benefit the local community. The TIC should be expanded not cut, and staff given targets to boost tourism over the next 5 years. Then make a decision based on results on what to do but do not cut the service now.

You could relocate the TIC at the Lyme Regis Library or in the Jubilee Pavilion. This would help both businesses to develop and provide a cohesive service

You have a beautiful city, and it's famous around the world due to the fossils. If you want to expand the tourist-season, it's important to keep the tourist-information going.

You have to find a way to keep this open - and advertise it as much as possible.

You should be ashamed

You state there are no alternatives to the current site..However there is one, the Shelters which is owned by the Town Council. I would like to see Dorset Council and our Town Council come together to form an alternative proposal, using this other site either temporarily or permanently . The site has enough space to offer TIC services as well as serve as a shop front for Town Council to showcase its activities and information to residents and visitors alike.

You will not be doing the Town a favour if you do get rid of it altogether

Appendix 2

Lyme Regis TIC 'Public' Drop In Session Feedback – 22 Jan 2020

Question	Feedback
<p>What Does The TIC Do For You?</p>	<ul style="list-style-type: none"> • Theatre Tickets • Bus Timetables • Important part of the tourism offering in Lyme • Helps many volunteers and staff in other organisations deal with queries that would be more effectively dealt with through a one stop shop. • The only facility / organisation with all local information • Nothing like a friendly, informative personal approach • Local charities and organisations rely on the TIC to promote and publicise their fundraising events. • Bus timetables, advice on traffic closures, trains, advice on good walks locally, recommendations of events etc at theatre, sea safety and tide advice. • Share local knowledge – huge level of local expertise • Face to face is vital especially for older generation • Feel marginalised if all online • Pick up leaflets to find out what is going on • Pick up local papers, magazines • Pick up timetables for bus and train • Used for lost property • Meeting place • Promote local smaller B&Bs and businesses • Give tide information for safety – prevents high cost rescue being needed • Help tourists find B&B rooms • Provides walking guides • Lot of foreign visitors who are used to going to the TIC • Lyme is getting more widely recognised so visitors are likely to increase. • Economy is based on tourism so TIC is essential. • It does not do as much as it could due to current location – if moved could expand offer e.g. beach huts • Lyme is a world heritage site and have a new film coming out so will increase visitors. • TIC employees are the experts – local knowledge

	<ul style="list-style-type: none"> • Helps to promote support all local community initiatives e.g. plastic free Lyme and boomerang bags • Digital does not work for everyone! • Need to tailor to the population – both residents and visitors. • Find new walking routes • What’s going on across Dorset • It is more than just tourist information • Can’t beat face to face when trying to find out information. Can be hard to find online. • They add value to the town. May give additional information that you did not know you needed/wanted. • Lack of police station means TIC fills some of this void, e.g. if someone has lost something or more major such as lost people / incident on road. • Digital – only as good as the person using it! • As a resident practically nothing • Tourist businesses benefit and should pay or run it. • TIC is most useful for up to date information on all tourist related issues. • Extensive knowledge of how the town works for tourists • Grace and kindness to anyone who needs help within their capabilities • Knowledge of other community services such as RNLI • Extensive knowledge of local businesses, local shops, places to park etc. • Promotion of local goods especially postcards, t-towels etc • Not just he TIC but general information centre for Town and Dorset area. • Purchase of tickets for local events, help with traffic and parking issues, expert local knowledge. • I have seen the TIC ladies call B&Bs to help people find a room who have no internet. • As a local volunteer, I know how many visitors need information – crucially beach safety! • Tens of thousands of tourists visit Lyme – fossils, Jurassic Coast, Jane Austen. Information is vital. • As a resident, we use it regularly for tickets and local information. • Digital is the way forward e.g. town booklet. Visitors ask on the seafront. Use Jubilee Pavilion. • Many people in Lyme live alone. For them it is a community asset. • Screen on side of Pavilion not working • TIC provides physical documents, leaflets, maps, books, guides, timetables. • Makes people feel welcome to Lyme Regis – so they want to come back! A machine can’t do that. • Promotes Jurassic coast which boosts local businesses. • TIC is source for face to face communication. Much quicker than website. • Info for Tourists. Not everyone uses computers, screens break down. Find out what’s on. Important for tourism.
Suggestions For the Future	<ul style="list-style-type: none"> • Use the Jubilee Pavilion (town council has offered it!) • Jubilee Pavilion and Dorset Council to pay Town Council to rent. • Suggest use Jubilee Pavilion • To close the main information hub in the town would be a big mistake. Why not house the TIC in the shelters which are seriously underused. • Use the empty Pavilion

- Digital is the way forward e.g. town booklet. Visitors ask on the seafront. Use Jubilee Pavilion.
- Can another location be found, i.e. Jubilee Pavilion. A TIC in Lyme Regis is essential.
- Jubilee Pavilion or extended front to the theatre.
- Lobby government to pay an acceptable percentage of business rates to be returned to towns that have businesses in them.
- Partially digital is fine but please do not lose human contact.
- Use Jubilee Pavilion – it's mostly empty.
- Increase DCC car parks to £5 a day – fund a specific Lyme Regis app and Easter-October use Jubilee Pavilion.
- Put it in the Theatre foyer and extend.
- Use updated current area with Town Council for more joined up service. Jubilee Pavilion in interim.
- Keep TIC with reduced number of staff with volunteers. Volunteers will only fade away. They need a lead. Make all businesses and holiday homes pay a levy to fund TIC.
- Langmoor Rd, Lister Rd, part of Jubilee Pavilion complex
- Compromise and partnership – town and country reception. Joint reception / information centre. Guildhall. And website with all local information.
- Closure of TIC in a town that has tourism as it's only industry would be a dereliction of duty.
- Need a good local site and website.
- No matter what happens we must keep the TIC somewhere in the town.
- If Jubilee Pavilion used for TIC, selling merchandise there. The rooms are huge – would pay for TIC wages.
- We must nurture our community and its livelihood.
- Community TIC café like Waffle House in Axminster
- Jubilee Pavilion – quick, economic, practical. Share costs.
- LEP should use some of it's £45 million boost for a Great South West Tourism Zone to fund TIC
- Community information service for residents and visitors to provide hub for local events, festivals, council info, promotion for local charities, theatre bookings, transport, advice etc.
- Existing team have wealth of knowledge (built up over years) and provide an excellent service.
- Have local tourist businesses to pay for it!
- Community information service to combine (longer term) the public facing services of Town Council, Dorset Council, local organisations, event management and bookings, Citizens Advice Bureau, could combine with Community Café. Look at the social and community benefit, not just the cost!
- Move face to face service to Pavilion along seafront. 2 paid members of staff plus volunteers to help during busy periods. An all year round service as the town is now busy all year round. New location will increase footfall. Get businesses and locals to contribute when using TIC facility.
- Extending the theatre foyer and put the TIC in there!
- Jubilee Pavilion
- Expand on the Tourist Board experience and add personal tour guides.
- Information is not all about accommodation. Lots of people are of an age group / disinclination to use automated IT.
- A beacon of light wherever they would be. The TIC offers a unique invaluable service.
- How much did we pay for the under utilised empty Jubilee Pavilion? It's a no brainer. Use Pavilion.

	<ul style="list-style-type: none"> • Jubilee Pavilion • For face to face information. Some people need extra help – medical conditions, elderly etc. • Use the Pavilion! Use the Pavilion! • For a town whose economy is solely backed by tourism, a staffed TIC is essential, not a luxury! • Touch screens are useless. • Visit Dorset – needs to be more local i.e. about Lyme Regis and rolling information and events. • Nothing beats a friendly, face with access to all information • Local rate payers should have a say as to the impact closure would have on the local economy. • Use the Jubilee Pavilion – better location. • Lyme attracts many who do not feel comfortable with screens. Nothing can compare with speaking to a friendly, knowledgeable human being! • Use Pavilion – could it (TIC) double up as a parcel shop that receives an income? Car park charge at Holmbush could be increased £2 a day at present, it's too cheap. Then use this money to fund TIC. • Mix of paid staff and volunteers in Jubilee Pavilion. • No one has been to see the Jubilee Pavilion. • Use Shelters Pavilion to be TIC functions plus other Town Council roles – beach huts etc. Also a shop front for Town Council projects / activities especially on subject of climate change, environment as an educational role. A rotating display of local community organisations. A community hub for residents and visitors. • Lyme Town Council owns the Jubilee Pavilion which is laughably called town and countryside information centre – let's make it so. It's perfect. • TIC is most useful for up to date information on all tourist related issues. • Essential for selling TIC tickets. There is no police station so TIC also acts as lost property, general help etc. • The Shelters are an ideal venue if it can be arranged. Communities are going to be the blood of the future. Please support us. • Use the Jubilee Pavilion on Marine Parade • Consider property sharing • TIC is Lyme's shop window. Vital to keep it! Jubilee Pavilion is perfect home for it. A video screen is no substitute for the knowledgeable info provided by the great team there. • Gateways into town – always helpful to have a kiosk – or large source both sides of town near the carparks. Holmbush and Charmouth Road. • Tourism is the industry here! For goodness sake, the TIC has been a very valuable for many years when I have visitors and before I lived here. Because we can find out where we can go and make bookings. I am not online. • Use Pavilion • Option 3 is by far the best option – needs to be carefully managed though. • Make it a information centre - mix of council and TIC staff. Do more services, e.g. beach huts and patio permits. • Jubilee Pavilion • Use Jubilee Pavilion • Use the Pavilion • Make use of the empty Jubilee Pavilion – use staff and volunteers • Keep IT up to date in real time (Visit Dorset)
Comments on session format	<ul style="list-style-type: none"> • Please can we have a proper debate with Q&A session rather than a PR mingling event.

	<ul style="list-style-type: none">• Badly organised event, can't hear, crowded. Such a shame.• Very disappointed with this event. We need an open debate with the Dorset Council and the Town Council where we can hear and contribute to the opinions and have positive discussion.
Contacts noted from sessions	<ul style="list-style-type: none">• Hayley@kinlan@gmail.com• Kate@rexhelston.com

Appendix 3 - Consultation Form

Lyme Regis Tourist Information Centre Consultation



Lyme Regis Tourist Information Centre (TIC), a service run by Dorset Council, is currently based in a building owned by Lyme Regis Town Council. The town council has served notice on Dorset Council to vacate this building by 31 March 2020.

Given this, Dorset Council is taking the opportunity to consider the future of tourist information services in the town. This follows on from the service review started by the former West Dorset District Council with the aim of reducing the cost to the council of providing TICs.

The nature of demand for tourist information is changing and overall demand for face-to-face service is falling. The TIC provides the following key services:

- Free information including maps, local attractions, bus/transport provision and information about accessibility
- Coastal and tidal safety advice particularly for walkers and fossil hunters
- Accommodation information and booking.

We know that the TIC is also used by local people as well as visitors for finding out information such as local events and activities, council services and public transport. It is estimated that approximately 12% of total use is by local people. The TIC also sells theatre and event tickets, parking permits and retail goods.

The way people access information is changing. The Visit Dorset website is an increasingly popular way for visitors to find out about the local area. Dorset Council sees the Visit Dorset service as an important access channel for visitors and local businesses in the tourism sector.

Whilst the TIC does generate some income, it is costing the council approximately £87,000 in funding this year to support the service and this cost is increasing each year. Dorset Council must prioritise where it spends its money.

Options we have already considered and dismissed are:

- Retain as-is – this is not a viable option as Lyme Regis Town Council want to re-occupy their space in order to improve access to their services.
- Move the current operation to a different site in Lyme Regis – informal discussions with other potential venues have been investigated and no suitable alternative locations have been identified.
- Develop alternative delivery model/relationship with Lyme Regis Town Council –this has been discussed and the town council would be open to creating an integrated information offer within the re-designed town council building. At this stage, Dorset Council is not in a position to commit funding on a long-term or permanent basis to the town council for this function.

We are seeking views about the options that the council is considering for the future provision of tourist information services in Lyme Regis.

These are:

- **Option 1** - Close the TIC and no longer provide a face to face service. The council will continue to invest in supporting tourism through its Visit Dorset website service. This is the council's preferred option.
- **Option 2** - Close the TIC and provide a self-service capability e.g touch screen terminal
- **Option 3** - Consider the provision through another delivery model e.g.voluntary sector

Are you responding as...?

- An individual
- A representative of a business/organisation/community group
- Other (e.g. Councillor)

If other please specify

If you are responding as an individual, are you responding as...?

- A visitor to Dorset
- A local resident in Lyme Regis
- A local Dorset resident
- An employee of Dorset Council
- Other (please specify)

Name of the business/organisation/community group

Are you providing your organisation's official response?

- Yes
- No

Your name (if replying for an business/organisation/community group)

Contact email/phone(optional)(if replying for an business/organisation/community group)

Your details will only be used for the purposes of this survey and will be held in accordance with our Data Protection Policy. This can be found at www.dorsetcouncil.gov.uk/data-protection

What is your postcode?

Are you a customer of Lyme Regis Tourist Information Service?

- Yes No

Roughly how often have you visited Lyme Regis Tourist Information Centre in the last 12 months?

- Once Three to five times More than ten times
 Twice six to ten times Never

Option 1 Close the TIC and no longer provide a face to face service. The council will continue to invest in supporting tourism through its Visit Dorset website service. This is the council's preferred option.

To what extent do you agree or disagree with Option 1 to close the TIC and no longer provide a face to face service?

- Strongly agree
 Agree
 Neither agree nor disagree
 Tend to disagree
 Strongly disagree

To what extent do you think Option 1 (close the TIC and no longer provide face to face capability) would affect you or organisation/business?

- A great deal To
 some extent
 Not very much
 Not at all Don't
 know

Why do you think this?

Option 2 Close the TIC and provide a self-service capability e.g touch screen terminal

To what extent do you agree or disagree with Option 2 to close the TIC and provide a self service capability? e.g touch screen facility.

- Strongly agree
- Agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

To what extent do you think Option 2 (to close the TIC and provide a self service capability) would affect you or organisation/business?

- A great deal To
- some extent
- Not very much
- Not at all Don't
- know

Why do you think this?

Option 3 Consider the provision through another delivery model e.g. voluntary sector.

To what extent do you agree or disagree with Option 3? (Consider the provision through another delivery model e.g. voluntary sector)

- Strongly agree
- Agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

To what extent do you think Option3 (Consider the provision through another delivery model e.g. voluntary sector) would affect you or organisation/business?

- A great deal
- To some extent
- Not very much
- Not at all Don't
- know

How do you think this could work?

Is there any way you feel that the impact of any proposed changes could be reduced?

Any other comments on the proposals

About You

We collect diversity information, not only to ensure any changes do not unfairly impact on specific sectors of the community, but also to try to make sure our consultation response comes from a representative sample of local residents. We would appreciate if you can complete the following details.

Which age group do you belong to?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or over
- Prefer not to say

What is your gender?

- Male
- Female
- Prefer not to say

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

Do you consider yourself to be disabled as set out in the Equality Act 2010?

- Yes
- No
- Prefer not to say

If yes, please tell us which type of impairment applies to you. You may have more than one type of impairment, so please select all the impairments that apply to you

- Physical disability
- Learning disability / difficulty
- Long-standing illness or health condition
- Mental health condition
- Sensory impairment (hearing, Sight or both)
- Prefer not to say
- Other (please specify)

What is your ethnic group?

- White British
- White Irish
- Gypsy/Irish traveller
- Any other White background
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Any other Asian background
- Black/Black British - African
- Black/Black British - Caribbean
- Any other Black background
- Mixed ethnic background - White and Asian
- Mixed ethnic background - White and Black African
- Mixed ethnic background - White and Black Caribbean
- Any other mixed background
- Prefer not to say
- Any other ethnic group (please specify)

Alternative formats of this survey are available by contacting Tracy McGregor on 01305 224458. Thank you for your time completing this survey. Please return your form to: Consultation and Engagement, Communications, Dorset Council, County Hall, Dorchester Dorset, DT1 1XJ or to Lyme Regis TIC or Lyme Regis Library by midnight on Monday 10 February 2020.

Appendix 4 - Additional comments

Additional Responses 1

As a former Lyme Regis Town Councillor and chairman of the publicity and advertising committee, I am fully aware of the great benefit of the TIC to the economy of the resort and West Dorset as a whole.

The TIC closure would be a considerable retrograde step, and I urge Dorset Council to make every effort possible to retain the status quo.

Lyme Regis a major seaside resort on the Jurassic Coast with an international reputation for excellence, and much of this has been nurtured over the years by the quality of its TIC with its dedicated staff providing the caring touch

•....• a very important factor in an increasingly technical and impersonal world.

I urge the county council to think again because Lyme Regis without a vibrant TIC is unthinkable.

I appreciate that there has to be change in an ever developing world, but all change is not necessarily beneficial. This is such an instance.

Additional Responses 2 &3

Option 1 - Why do you think this? Lyme depends largely on its tourist trade and I believe that interaction with a real person is important. Although some people may wish to use a website service, by talking to a real person, who knows Lyme, you get a better feel for what's going on. Whenever I visit another town, unknown to me, one of the first things I do is to find the TIC - it is an essential part of getting the most out of the visit. From my own point of view, as a resident, I use the TIC to find out what's on generally in the town, but also, most importantly, what's on at the Marine Theatre and to book tickets there. I believe that if we lose the TIC altogether, the Marine Theatre in particular will suffer. We already seem to have lost the cinema - although the Marine Theatre is doing a grand job in putting on some films. What next?

Option 2 - Why do you think this? The same comments as for the previous Option 1. The whole point is, that you have real people to talk to. This seems to me a monstrously cold and impersonal approach. And what about the key services currently provided by the TIC (maps, transport info, coastal and tidal advice, accommodations info and booking)- does that cease to be important or useful? Also how many screens did you propose, and where would these be? Who's going to maintain them and keep the information updated?

Option 3 - How do you think this could work? In some ways this would be better than Options 1 and 2, as at least real people would be involved. But where do you propose to get these volunteers from? There are a number of other institutions making full use of volunteers - eg the Museum and Town Mill, to name just two. And we know from the personal experience of a relation who was Manager for some years of the Museum and later of the Town Mill how difficult it is to get and rely on this help. It would be useless if the TIC was always or often shut.

Is there any way you feel that the impact of any proposed changes could be reduced? and Any other comments on the proposals The answer seems obvious to me. We have the Jubilee Pavilion right on the sea front where locals and tourists pass by daily - probably a better site than the present TIC which is tucked away and more difficult to get to safely with the lack of pavement. The Jubilee Pavilion seems to be permanently empty and shut, despite having a notice by the door "Town and Countryside information centre" (is this a joke?). Presumably this building belongs to Lyme Regis Town Council: if they and Dorset

Council really have the best interests of the residents and visitors at heart (which does not seem to me to be the case) why can't they co-operate and re-site the TIC in its present form in this existing "Information Centre" and let it live up to its name? Above all I feel that an Information Centre should be a welcoming place to visit, find out about the town and browse. I think Lyme Regis will be poorer without it.

Additional Responses 4

Representation from the Marine Players

The Marine Players are the 'resident' amateur drama group that performs regularly at the Marine

Theatre. We attract a consistently good audience from residents of Lyme and outlying villages, and visitors, providing part of the entertainment to the town.

- The TIC provides us with a wonderful service, for selling tickets, promoting the shows and

allocating the seats for each production. Over the past three years alone, they have sold and

allocated over 3000 tickets for us. The Theatre Box Office system does not provide the latter.

- We are informed that over the past financial year (2018/2019) the TIC turned over £102,000

in ticket money

- The TIC also provides advice for customers who may have special needs, for example physical disabilities such as impaired movement, hearing or sight. They may have to know what they might need to do as far as getting to the theatre - it's not obvious, and can they 'drop off a passenger, if so where? if they come by public transport, where do they get off the bus. It is not obvious, and depends on which direction you come from. • It provides knowledge of the shows themselves. (For example, is a certain show suitable for younger people?) Something that a 'touch screen' could never properly provide. The up to date knowledge of the TIC staff to cater for their needs face to face is vital. • A very large proportion of our audiences book very late, usually during the week or weeks of their visit, and many do not have access to on-line services. The Theatre Box Office (manned by a volunteer is only open once a week, and if one rolls up just before a show, one may not get in. Most other shows are first come, first served. @ Both during the tourist season, the 'fringe' seasons of spring and autumn, a large proportion of Lyme's visitors, and residents are older than the national average. We ignore the needs of this clientele at our peril. They are more used to dealing with persons, not screens. How friendly is a screen?

Alternatives

e In the invitation for comments, Dorset County Council say 'there aren't any viable alternative locations in the town'. I find this difficult to accept, and ! do wonder how hard they have really tried. Have they looked at the vacant shops? Have they investigated the unused sites that need a bit of encouragement? Have they approached all the other businesses for a possibility of sharing a premises? For example, the estate agents, or the numerous coffee bars? @ Have they even considered a portacabin on the Cobb Gate car park as a venue? • The Pavilion has been mooted as a possible venue. It is largely unused and a great waste of space and facility. It would not cost a great deal, it is near the National Trust shop and with the co-operation of the Town Council, these costs could be minimised. I would ask them to reconsider this option carefully. There is no truth whatsoever in the rumour that the TIC staff would not favour this option - indeed they would welcome it.

Funding

e We understand the need to save money, but have the DCC really costed in the amount of money they make from the outlying residents and the tourist trade from their car park charges?

@ Volunteers: There are far too many calls on volunteers already. I volunteer at the mu (as do many others), and they struggle to find enough. The list of organisations volunteers is enormous.

Possible Solutions

• We believe this is an opportunity for Dorset County Council to work together. If the LRTC can provide the accommodation of the woeful underused Pavilion, and possibly a proportion of the running costs, then I would ask DCC to re-think their budgets and their priorities. If DCC still refuse to support a TIC, then I believe the LRTC must consider providing this service, for both residents and our visitors.

Additional Responses 5

I am writing to the three of you as a resident of West Dorset to outline reasons why the proposed closure of Lyme Regis' Tourist Information Centre would be a mistake that the town and county would come to regret and to ask for your intervention to prevent it. I also write as an academic at the London School of Economics with knowledge of up-to-date thinking on the development impact of public investment in local services. And, finally, I suggest some practical solutions to the problems that DCC is facing in maintaining the service - including increasing booking charges modestly to cover the DCC funding shortfall and, in the longer term, amalgamating the TIC with the library and/ or post office.

The following points are the most important:

1. According to figures provided by the TIC's own report, visitor numbers to the centre have not fallen for the last five years (making the council's survey summary misleading). More importantly, **the cost of servicing each face to face visit is only just a little over £1 each** (60,000 visits for a cost to DCC of £87,000). This seems low even in the narrow terms of council finances given the high returns to LRTC and DCC in parking fees, business rates from Lyme Regis tourism.
2. There is now a lot of academic work to show the importance of small amounts of public seed-money invested in tourism services etc in generating positive returns for the local economy as a whole and for the social well-being of communities. In other words, it is quite wrong for DCC to see the TIC as merely a cost centre and not take into account the **spill over benefits for the local economy** of providing the TIC service. These include ticket sales for local events of over £100,000 and 13,000 last minute etc accommodation bookings. Many of these might not be made without the face-to-face advice and encouragement provided by the expert staff (and so would be lost to the town if online bookings only were available).
3. The **safety advice provided to walkers and fossil hunters** by TIC staff (that I have witnessed on many visits to the centre) would seem to me to be enough reason for the budgeted cost on its own: if the TIC prevents just two people getting stuck by rising tides etc each year, the cost saving the emergency services could be enormous.
4. If Dorset becomes a national park in the near future, the positive returns from the TIC would rise significantly - but it would be very hard to recreate the provision of the current team and its resources if disbanded this year. Dorset has one economic jewel - its tourist

industry - and it is madness to jeopardise the sort of in-depth long-stay (as opposed to polluting day tripper) tourism encouraged by the TIC.

5. The alternative suggested by DCC of touch-screen and online information is not on its own the modern panacea suggested. Many sectors are finding that custom is lost without face to face service; but, more to the point, valuable in-depth local expertise and advice cannot be tailored to individual concerns by often poorly maintained general websites. Moreover, it is often hard for the public to distinguish between online sites that are reputable and those that are just marketing gimmicks.

5. A political point: there is a lot of concern in West Dorset that the new unitary authority will ignore the needs of the periphery of the new larger county entity. Closing the TIC in Lyme Regis would play to these fears.

Possible solutions

I would strongly suggest that some interim arrangement is found to preserve the TIC for the reasons above while a longer term solution is found.

In particular, **the entire cost to DCC of the TIC could easily be defrayed by very modest increase of just 50p in the booking charge on ticket sales** for the Marine Theatre, fossil festival etc (raising £50,000 for 100,000 ticket sales) **and a £3 (extra) booking fee for accommodation** (£36,000 for 12,000 bookings). The money raised would entirely cover the DCC funding of the TIC (£87,000).

Longer term, Lyme Regis has a library and a post office - neither of which are necessarily fully secure in a town of this size. It also has a number of vacant venues in the centre of town - the three cups, for example - left empty for Palmers Brewery for over 20 years. Lyme Regis is also blessed with a Development Trust. I wonder if DCC and LRTC could ensure - in association with the Development Trust - that there is more **joined up strategic thinking to develop an integrated community and tourism hub** - perhaps in the long run combining the post office, banking services, tourist advice, library facilities, young persons job experience advice etc

I have visited a large number of small and successful tourist towns in Italy and France and many of them have tourist and community centres of the sort described that are a valuable resource for local residents and tourists alike. Dorset should likewise think imaginatively and boldly about long-term business and community solutions.

I apologise for the long letter but I know that the three of you dedicate a lot of time and thought to working on our behalf in DCC and Parliament and I hope you find these observations helpful. Local government has to be about more than cost cutting if we are to develop the potential of this little corner of post-Brexit Britain.

Additional Responses 6

Proposed closure of Lyme Regis Tourist Information Centre, Lyme Regis

I am writing to you because I am unable to attend the meeting in Lyme Regis on Tuesday 14 January. We wish to convey our disappointment, and frankly surprise, at Dorset Council's proposal to close our award-winning Tourist Information Centre (TIC), given its vital role in supporting the future well-being of the town.

Jazz Jurassica stages an annual music festival and other music events at various venues in and around Lyme Regis. We are a not-for-profit organisation and rely on revenue from ticket sales and voluntary donations. As a business attracting large numbers of residents and visitors throughout the year, we rely on TIC to sell our tickets, help promote our events and signpost our festival and concert goers to other services available in the town.

A significant proportion of our audience prefer to buy tickets either over the phone or in person from TIC rather than through our online ticketing service. There will, in our opinion, always be customers who are unwilling or unable to buy tickets online and your proposals fail to take their legitimate needs into account. We pride ourselves on being open and accessible to all. But with the loss of TIC, this group of customers will be excluded, with consequent loss of revenue to ourselves. We simply cannot afford to lose these valuable customers.

Moreover, many customers appreciate the face-to-face contact with a team who know what they're talking about, who understand what's on offer and can advise them on what to expect. Over the years TIC has provided us with invaluable customer feedback and expert advice enabling us to become more efficient and cost effective. We expect the same is true for other businesses in the town.

We believe that a thriving, fully staffed TIC is an essential ingredient to the continued success of not only our business but to Lyme Regis as a whole. It is a vital piece of commercial infrastructure which underpins the town's economy. Digital platforms may be excellent at providing some types of information - but they can't provide those invaluable nuggets of local intelligence which turn a visit into a memorable experience.

No service can expect to stand still - it must adapt and change with the times. But a Council cost-cutting exercise which ignores the economic value of assets on its doorstep and fails to invest in a service which supports the town's main industry is shortsighted and ultimately self-defeating.

We would be happy to meet with you in person to discuss ways in which we think a fully staffed service can be delivered more cost-effectively. For example, approx 10% of all online ticketing revenue currently flows out of the county to national ticketing agents. We suggest Dorset Council explore how to divert this significant revenue stream back into Dorset to help support its local TICs

Additional Responses 7

I was dismayed to read that the future of the Lyme Regis Tourist Information Centre is uncertain. There was a recent Consultation that I completed online but I found the survey to be negative when it should have been more positive and optimistic for our

popular seaside town. There was no option on the Consultation to try and safeguard this essential service and explore the obvious options of securing its future.

It seems outlandish to me that the Tourist Information Centre in Lyme Regis, also known as "The Pearl of Dorset" which lies in the centre of the Jurassic Coast, a World Heritage Site could face an uncertain future in its current state. David Attenborough, the Patron of the town's museum is known for promoting the town on television to a wide audience. Tracy Chevalier has written a worldwide best seller set in the town. There is a literary and film connection with Jane Austen & John Fowles. The Hollywood film "Ammonite" is due to be released later this year. In addition the town holds its annual "Fossil Festival" in May where leading worldwide experts in palaeontology gather and it attract numerous visitors. The town hosts an annual "Jazz Festival," "Food Festival," RNLI "Lifeboat Week," & finally "Carnival Week." Throughout the year the Marine Theatre delivers a varied programme of events for which the TIC is the main box office. The TIC play an enormous part in promoting all of the above and more which continue to put Lyme Regis on the map and in doing so local businesses are supported, employment is created and in turn this contributes to a healthy local economy.

The dedicated local team of 3 (whose jobs are now in jeopardy) are knowledgeable, friendly, efficient and specialised. In addition to promoting the above events they sell parking permits, theatre tickets, advise on beach safety, rockfalls and tides and how to navigate inland and coastal walks (the Southwest Coastal Path). At the TIC they offer transport advice which helps to reduce congestion, pollution and parking problems. The Centre is the place locals and tourists alike turn to when possessions are lost in the town (in the absence of the police station). I believe a voluntary lead TIC would not work at all and we should not undermine but celebrate the expertise of the current workforce. Whenever I visit it is always busy with visitors and locals alike seeking information, advice or accommodation.

In my opinion local people, especially the elderly have grown to rely on the service the workforce at the TIC provide. More vulnerable members of society sometimes find it hard to negotiate timetables and transport links, especially in a fast changing world. The face to face contact they experience at the TIC offers reassurance and continuity and in current times when loneliness is on the increase and elderly people are being marginalised this is a vital link, particularly for this sector of society. One of the buzz words being talked about in the news over recent times is the "building of communities." I strongly agree that we should be building our communities not destroying them. Face to face contact is essential for this model to work, not touch screens or self-service capabilities. As a result of my comments above I totally disagree with the comment on the questionnaire that states that the demand for tourist information is changing and the demand for face to face is falling. People do prefer an all inclusive friendly service.

I understand that Dorset Council needs to prioritise where it spends its money, therefore could the current operation be moved to different premises within the town. On reading the Consultation at the bottom of page 1, I find it hard to understand why potential venues had been investigated and no suitable alternative locations had been identified. Several years ago during the coastal stabilisation work, The Jubilee Pavilion on Marine Parade was redesigned as a visitor centre. It was

voluntary lead during busy times in the Summer but over recent years seems to have been used less and less. This is an obvious place to rehouse the TIC saving the council a great deal of money. I would like to suggest it is moved here. The location would be perfect being right in the middle of the seafront where added footfall would almost certainly generate more revenue.

In summary, The TIC provides a vital community support network in our town and The Centre should not be judged on profit alone. It is the value to the local and wider community that it should be judged upon. If Lyme Regis is to continue to raise its global profile and in doing so generate significant revenue for your constituency a skilled, manned TIC is essential as tourism is the predominant income and employment generator in the town.

Additional Responses 8

You have kindly offered to do a briefing about the background to the proposed TIC closure, so I am dropping a line to express my concern at any threat of closure, (along with many other people in the locality I imagine.)

This is so short-sighted. Trade in the town relies on tourism. People planning holidays in Lyme rely on the TIC. Locals rely on the TIC for events. We often book tickets for local events through the TIC, and ask for information for friends who want to stay in Lyme, and tour the area. The TIC is the lifeblood of the main industry which keeps Lyme Regis flourishing. The TIC provides a consistently excellent service.

Many alternative locations have already been suggested.

We very much need to keep a library, a post office and a TIC, so perhaps they can be located **all together**, to save money. How about WH SMITHS (many post offices have already relocated to WH SMITHS), or as you had suggested, **Lloyd's bank**.

Perhaps one of the rooms in the Town Mill, or the existing post office site? Or as part of the **Marine theatre** which could be renovated and would have life during both daytime and evening time?

To help finance the project, we could imitate the French system perhaps and make tourists pay a daily local "tourism tax" of say 50 pence per day, at their B and Bs and hotels? This would be small enough for it not to put people off, yet big enough to help fund staff to continue to run the TIC? It is important to have professionally trained staff to give a high quality service, rather than relying on volunteers.

Additional Responses 10

Forgive me for writing to you again before you have had a chance to respond, but I feel time is of the essence here.

>

> For fear my last email may have miscarried, it is attached.

>

> I happened to speak with a member of Bridport Town Council in the week, also as previously, the Mayor of Lyme also.

>

> The Bridport model which is now used is similar to that which I proposed for Lyme.

>

> However there are some differences which would have to be addressed:

- >
- > Set up costs comparison:
- >
- > Bridport: Seed funding from WDDC over three years.
- > Lyme: no seed funding available, but Jubilee Centre owned by Town Council. Recently refurbished and set up as tourist centre. Therefore
- > only requirement would be moving costs of furniture and fittings from
- > existing TIC in Guildhall Cottage. (a plan for improvement in
- > following years to improve Shop facilities after TIC makes profit)
- >
- > Seed funding for staffing costs for up to first three years could be loaned from Dorset Council, or loaned from the Lyme Regis precept, which would be repayable as a short term loan.
- >
- > Profits from New TIC on the Marine Parade with a designated Dorset shop with quality products made in Dorset, would far exceed income and profit from the Guildhall site in Lyme Regis. This would be together with a TIC which cared also as a booking agent etc for transport, theatres, etc.
- >
- > The Lyme Regis Town Council need help and guidance in business management to achieve this simple manoeuvre . Dorset Council should be in a position to advise them how to achieve this regeneration of the TIC, with such a wonderful opportunity.
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- > Staffing Costs:
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- > Bridport: I understand Bridport TIC Staff paid by Town precept.
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- > Lyme Regis: Dorset Council should enable Lyme to fund staff costs by returning something of the previously owned property of Lyme Regis Borough Council, which was taken by WDDC in 1974 from the town.
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- > Lyme Regis cannot be expected to maintain services for the benefit of West Dorset, which have been maintained by Dorset Council and WDDC until now, without giving back a means by which to do so.
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- > This is an area which needs considerable discussion along with redundancy liability(which is a concern to LRTC,) and pensions. Bridport deals with this. Lyme can too.
- > It is not an issue with a viable proposition.
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- > The idea by Dorset Council of a BID(business improvement district) is clearly the wrong thing.
- > The BID only raises money from local high street shops. This is not what the TIC is about. They are completely different animals.
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- > The TIC is a wide ranging benefit to the whole of West Dorset and should be regarded as one of the key drivers to regeneration and development of Dorset and the Jurassic Coast. It is a hub for connectivity with personal advice and interaction for anyone, whether a tourist or a resident. A focal point for the whole community.
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- > Ongoing costs will only be in the setting up and stocking of the shop and overheads in the staffing costs and running costs.

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> As soon as the shop is set up in this position on the Parade it will start taking money and with correct management will go into profit, I would have thought in the first if not the second summer.

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> There is a disconnect between Dorset Council and LRTC. By their very nature, sadly LRTC and Dorset Council have little or no experience in business or entrepreneurship.

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> There are areas that are not appropriate for me to email you about but would still be willing to talk to you about, if it could help move this matter forward in the best possible way.

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