

Council, Tuesday 14 September 2010

Motion 3.9: Councillor Geof Cooke

Tube Station Ticket Office Closures

Council notes Transport for London's proposals to shed up to 800 ticket office and gateline jobs on London Underground, and believes this will adversely affect the opening times of 245 ticket offices across the Tube network, including in Barnet, with the number of stations staffed by only one person working alone increasing.

Council also believes the proposed staff cuts will damage the level of customer service to passengers, with longer queuing times to buy tickets; that over dependence on ticket machines will disproportionately impact on those passengers who have a disability that makes it difficult to use a ticket machine; and that passengers will feel less safe, particularly early in the morning and late in the evening.

Council further believes that these proposals to cut ticket office staff and close ticket offices flies in the face of Boris Johnson's election pledge to keep ticket offices open, and shows that Boris simply cannot be trusted.

Council acknowledges the impact of increased Oyster card usage on the number of ticket office transactions and the possibility of rebalancing staffing between ticket office and other station duties to maximise safety for passengers but considers that staff reductions are not justified.

Council asks the Cabinet Member to lobby Transport for London and its Chair, Mayor Boris Johnson to review this decision and re-affirm reasonable and safe staffing levels in Barnet and across the London Underground network to ensure passengers continue to receive excellent service from London Underground, so that confidence in and use of public transport is not eroded.

Under Standing Order Part 4, Section 1, 31.5: if my item is not dealt with by the end of the meeting I ask that it be voted upon at the Council meeting.