

# Bakerloo Branch

unity is strength 

Branch 0079 - Branch Secretary Jim McDaid - bakerlooline@rmt.org.uk



**Demonstrate:**  
07.30am,  
Wednesday 20 January,  
Queen's Park station

London Underground wants to close the 11 remaining ticket offices on the network, including Queen's Park and stations north on the Bakerloo Line. They have to conduct a public consultation before doing so; RMT is fighting for the ticket office to remain open, and asking passengers to contribute to the consultation to express their opposition to closure.

## Why you should oppose ticket office closures:

**Station staff:** no ticket offices mean a worse service, leading to a greater risk of confrontation with disgruntled passengers. Closure would mean a real-terms pay cut, as CSAs would be expected to do SAMF work on the ticket machines, but for no extra money!

**Drivers:** ticket office closures are part of an overall cuts plan that will reduce frontline staffing levels. It is in your interests that stations be properly staffed. If station staff numbers are cut, can you be confident there'll be enough people to assist you with incidents on the platform? Cuts carried out in one grade set the precedent for cuts in other grades, too.

**Cleaners:** with fewer staff and worse services available on the station, visible staff that do remain - whether employed by LU or not - will be targets for passenger complaints.

**Passengers:** machines cannot provide the full range of services provided by a staffed ticket office. For example, you cannot renew annual season tickets on machines. Especially if you have particular access needs, wouldn't you prefer to speak to a human being in an identifiable location?

**Participate in the public consultation: [bit.ly/to-consult](http://bit.ly/to-consult)**