

A message to Knightsbridge passengers from your station staff:

WARNING: KNIGHTSBRIDGE TICKET OFFICE & STATION STAFF ARE UNDER THREAT

London Underground plans to:

- cut **26 staff** at the stations in this area (Knightsbridge to Leicester Square)
- cut **122+ staff** at Piccadilly Line stations
- cut **7-800 station staff** across London Underground

With fewer staff, we will be much less able to help passengers, who in this area include many shoppers, tourists and leisure travellers who are often unfamiliar with London Underground and its ticketing system.



London Underground plans to cut the opening hours of the ticket offices here at Knightsbridge station from 171 hours per week to just 139¾ hours per week, with the ticket office *opening later and closing earlier*.

| DAY | CURRENT OPENING HOURS | PLANNED OPENING HOURS |
|-----------|----------------------------------|----------------------------------|
| Weekdays | East 0700-2130 West 0800-1930 | East 0930-2045 West 1030-1915 |
| Saturdays | East 0900-2100 West 0930-1930 | East 0900-2100 West 1015-1930 |
| Sundays | East 0900-2100 West 1130-1830 | East 0930-1930 West 1200-1830 |

See overleaf for the impact this will have on you, and what you can do to show your opposition.



A message to Arnos Grove passengers from your station staff:

WARNING: ARNOS GROVE TICKET OFFICE & STATION STAFF ARE UNDER THREAT

London Underground plans to:

- cut **19 staff** at the stations in this area (Manor House to Cockfosters)
- cut **122+ staff** at Piccadilly Line stations
- cut **7-800 station staff** across London Underground



London Underground plans to cut the opening hours of the ticket office here at Arnos Grove station from 90 hours per week to just 76 hours per week, with the ticket office *opening later, closing earlier and closed on Sunday evenings*.

| DAY | CURRENT OPENING HOURS | PLANNED OPENING HOURS |
|-----------|-----------------------|-----------------------|
| Weekdays | 0630-1930 | 0645-1415 & 1515-1915 |
| Saturdays | 0700-2030 | 0800-1845 |
| Sundays | 0900-2030 | 0900-1645 |

See overleaf for the impact this will have on you, and what you can do to show your opposition.



station staff = safety + security + service

Fewer station staff means:

- a less safe London Underground
- less information and help during delays and disruptions
- it will be harder to evacuate stations quickly and safely in the event of an emergency eg. fire, crash, bombing
- less help for disabled, elderly and other vulnerable passengers
- less chance of you getting the help you need with directions, information, lost property, accidents or other issues
- less deterrent to assault, vandalism and other harmful behaviour
- you will feel less secure travelling around London Underground

Shorter ticket office opening hours means you will not be able to get a ticket seller's help when:

- you have a problem with your ticket or Oyster
- the ticket machines are not working (which will happen more often with fewer staff to service them)
- you need to buy a ticket that is not available elsewhere
- you believe that the ticketing system has treated you unfairly
- your ticket or Oyster does not work
- you want the 'personal touch' in dealing with your issue

Support our campaign to Staff Our Stations:

- Sign our petition
- Visit our website: www.rmtplatform.org.uk/sos
- Send us an email: supportus@rmtlondoncalling.org.uk
- Tell London Underground and TfL your views by writing to Customer Service Centre, London Underground, 55 Broadway, London SW1H 0BD, or online at www.tfl.gov.uk/helpandcontact
- Email Mayor Boris Johnson: mayor@london.gov.uk



station staff = safety + security + service

Fewer station staff means:

- a less safe London Underground
- less information and help during delays and disruptions
- it will be harder to evacuate stations quickly and safely in the event of an emergency eg. fire, crash, bombing
- less help for disabled, elderly and other vulnerable passengers
- less chance of you getting the help you need with directions, information, lost property, accidents or other issues
- less deterrent to assault, vandalism and other harmful behaviour
- you will feel less secure travelling around London Underground

Shorter ticket office opening hours means you will not be able to get a ticket seller's help when:

- you have a problem with your ticket or Oyster
- the ticket machines are not working (which will happen more often with fewer staff to service them)
- you need to buy a ticket that is not available elsewhere
- you believe that the ticketing system has treated you unfairly
- your ticket or Oyster does not work
- you want the 'personal touch' in dealing with your issue

Support our campaign to Staff Our Stations:

- Sign our petition
- Visit our website: www.rmtplatform.org.uk/sos
- Send us an email: supportus@rmtlondoncalling.org.uk
- Tell London Underground and TfL your views by writing to Customer Service Centre, London Underground, 55 Broadway, London SW1H 0BD, or online at www.tfl.gov.uk/helpandcontact
- Email Mayor Boris Johnson: mayor@london.gov.uk

