

A message to Plaistow passengers from your station staff:

WARNING: PLAISTOW TICKET OFFICE & STATION STAFF ARE UNDER THREAT

London Underground plans to:

- cut **10 staff** at the stations in this area
- cut **60+ staff** at District Line stations stations (this figure does not include West Ham, Mile End, Monument, Westminster, Victoria, Paddington, Notting Hill Gate, Edgware Road and Ealing Broadway, all of which face staff cuts too)
- cut **7-800 station staff** across London Underground



London Underground plans to cut the opening hours of the ticket office here at Plaistow station from 10⁴/₂ hours per week to 89³/₄ hours per week, with the ticket offices *opening later and closing earlier*.

DAY	CURRENT OPENING HOURS	PLANNED OPENING HOURS
Weekdays	0530-2100	0545-1930
Saturdays	0600-2000	0815-1915
Sundays	0800-2100	0800-1800

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



A message to Hornchurch passengers from your station staff:

WARNING: HORNCHURCH TICKET OFFICE & STATION STAFF ARE UNDER THREAT

London Underground plans to:

- cut **10 staff** at the stations in this area
- cut **60+ staff** at District Line stations stations (this figure does not include West Ham, Mile End, Monument, Westminster, Victoria, Paddington, Notting Hill Gate, Edgware Road and Ealing Broadway, all of which face staff cuts too)
- cut **7-800 station staff** across London Underground



London Underground plans to cut the opening hours of the ticket office here at Hornchurch station from 20³/₄ hours per week to just 11 hours per week, with the ticket office *open for only two hours a day and just one hour on a Saturday*.

DAY	CURRENT OPENING HOURS	PLANNED OPENING HOURS
Weekdays	0615-1000	0645-0845
Saturdays	1200-1400	0930-1030
Sundays	closed	closed

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

