

| COUNCIL | | |
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| Report Title | Motion 5 in the name of Councillor John Paschoud to be seconded by Councillor Pauline Morrison | |
| Key Decision | | Item No. |
| Ward | | |
| Contributors | Chief Executive (Head of Business & Committee) | |
| Class | Part 1 | Date: October 3 2018 |

London Overground Station Closures

“We understand that Arriva Rail London and TfL are planning to close ticket offices in a number of stations.

The proposed closure of ticket offices at Anerley, Honor Oak Park, Penge West, Rotherhithe, and Surrey Quays is likely to particularly impact many residents of Lewisham; but some of our residents are likely to use stations across the whole of the Overground network for daily journeys, including all 51 where this cut to service is proposed.

Lewisham Council believes these are damaging and detrimental cuts and that there is still a clear need for staffed ticket offices at stations. Industry research shows that a clear majority of passengers still prefer to buy from the ticket office rather than from a ticket machine.

Replacing staffed ticket offices with ticket machines, or mobile staff expected to sell tickets on platforms, will undoubtedly limit the quality and range of services available to passengers.

If these changes go ahead we believe that residents of Lewisham:

- would not be able to access all the tickets and services needed from a ticket machine;
- would find it harder to obtain advice on tickets and fares without a staffed office;
- would be concerned that there were insufficient numbers of ticket machines (due to them being in high demand or faulty);
- would experience more delays and concourse congestion;
- those who are disabled, elderly and vulnerable may be less confident using a ticket machine and could end up overspending or being deterred from travelling; and
- that by leaving stations understaffed and sometimes unstaffed it will make it harder to provide a safe and secure environment — especially with CCTV left unmonitored.

We call upon the GLA and TFL to reconsider these proposals and continue to provide the best possible and safest Overground service to the people of Lewisham and London.”