



London TravelWatch

(by email)

Friday 1st September 2023

Dear London TravelWatch,

I am writing to you as cabinet member for climate action at the London Borough of Ealing to object to and express concern about the proposed ticket office closure for Castlebar Park which is currently being consulted on, as well as the proposed reduction in ticket office opening hours at Paddington, which is a key gateway station for Ealing.

At a time when we are trying to reduce reliance on cars – particularly in cities – in order to address the climate and air quality crises we are facing, it is unacceptable to be making public transport increasingly inaccessible.

Lots of Ealing residents, including disabled residents and the elderly, as well as those with other vulnerabilities, rely on a staffed public transport network to maintain their independence and ability to work and socialise.

Having a specific place in a station to go to seek assistance, rather than having to search the station for roving staff members, is a necessary part of providing public transport which is accessible to all members of our community. Staffed ticket offices reduce the likelihood of customers ending up with the wrong tickets, make stations feel safer, and safeguard access to our public transport network for those with specific impairments which make using ticket machines difficult or impossible.

I therefore believe that London TravelWatch should reject these proposals to close ticket offices in Ealing and across London.

Yours faithfully,

Cllr Deirdre Costigan

Deputy Leader of Ealing Council and Cabinet Member for Climate Action