



# **CAMPAIGN DOCUMENT**

## **STATION STAFF AVAILABILITY**

SLUG believes that the decision by London Midland to reduce Booking Office hours was a retrograde step, and is concerned that neither West Midlands Railway nor the West Midlands Rail Executive have taken any steps to reverse this decision.

It accepts that, at certain times of the day, the number of people using the Booking Office did not warrant it being open. However, it believes that better ticket sales facilities need to be available at all stations.

SLUG will campaign for a staff presence at each station during operational hours to provide security for station users and to provide assistance to customers with fares or journey planning queries.