

KX barriers provide “insufficient income, tweets Holden

East Coast Chairman Michael Holden admitted on Twitter on August 26 that the ticket barriers installed at King's Cross station did not generate sufficient extra revenue to justify manning them with staff.

“We have found thru' experience insufficient income at risk to justify full time operation” he tweeted on the social media site.

In recent years, the Department for Transport has insisted that barriers are installed at stations, claiming that revenue was

being lost in their absence. Train operators have to provide staff at barriers to oversee them and to help passengers who hold tickets that do not work with the barriers.

Holden followed up his comments by explaining that EC had improved on-train revenue protection, and declared that other TOCs were not keen on gates.

Installing barriers has been controversial. Plans to install them at EC's York station were thrown out by local councillors in 2009.

At Sheffield, East Midlands Trains

attempted to close a footbridge across the station with barriers, saying that DfT insisted they be installed.

However, these plans met strong local opposition and were dismissed. DfT at one point suggested a second bridge be provided for people simply crossing the station, at a cost of £3 million.

DfT has always refused to provide details of the case for installing barriers, in terms of their costs and the revenue generated from catching people without tickets.