

Andy Byford
Transport Commissioner, Transport for London
(sent via email)

20 January 2021

Dear Andy,

Thank you for your letter confirming your decision not to proceed with the withdrawal of cash from stations operated by and for TfL. I'm pleased that TfL listened to the concerns of London TravelWatch and the other organisations you approached.

Since we first wrote to you we've found out even more about the kinds of people who would be negatively impacted by the removal of the option to pay by cash at ticket machines. That includes:

- Both Transport for All and Age UK London telling us that disabled and older people may be unable to access ticket stops because they are not accessible in the same way that stations are.
- Women's Aid told us that around 50% of women suffering from domestic abuse also suffer from financial abuse, meaning that they may not have access to a bank account or debit cards. And they won't want to use an Oyster card because it could be registered in their abuser's name, giving them access to information about their movements. So going cashless would affect women fleeing domestic abuse who only feel comfortable using cash.
- The Alzheimer's Society told us that if people with dementia have to go to an Oyster ticket stop, instead of a station, this could lead to people forgetting why they were there, failing to top up their Oyster card and instead buying something else. They also told us that people with dementia are experiencing high levels of anxiety and concern over Covid and there is an issue of confidence about going about activities such as travelling that they had previously been able to do. Although many affected people will have Freedom Passes, those who are as-yet undiagnosed, may not. Considering that The Mayor has signed London up to being a dementia-friendly city, and that includes commitments that TfL will make London's transport network accessible to people with dementia, this is something that TfL should be taking very seriously.
- Age UK London told us that older people tend to have higher rates of digital exclusion and often use cash as a way of 'staying on top of their expenditure'. For both of these reasons, going cashless presents a number of new barriers for older people travelling around London.

We know that these organisations have given you similar feedback, so we are concerned about the 200 or so stations that have had the cash facility withdrawn already, and how these groups are currently being impacted. As more people are vaccinated and start to use the transport network again, greater numbers of people will be impacted. Are you able to give me a date for when cash will be re-instated at these stations?

Yours sincerely,



Emma Gibson

Director, London TravelWatch

Cc Sadiq Khan, Mayor of London

Heidi Alexander, Deputy Mayor (Transport)