



Vernon Everitt
Managing Director, Customers,
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Transport for London Palestra
197 Blackfriars Road
London SE1 8NJ

19 January 2021

Dear stakeholder,

Throughout November and December 2020, we asked for your feedback about our proposals to temporarily remove cash payments at further locations across our rail and underground network in response to the coronavirus pandemic.

I'd like to sincerely thank you for the information and insights you provided. Your feedback helped us to further understand the potential impact of the proposals and shaped our thinking moving forward.

As a result of our discussions with you and the other organisations we spoke with, we have decided not to proceed with our proposals at this time.

Instead, we have decided to take time to reflect on the matters identified throughout our engagement, which covered four key areas:

- Equality Impacts
- Oyster Ticket Stops
- Data, timing and implementation
- Communications and behaviour change

We will however keep under review what the appropriate payment options should be on our network, as the way people pay for their travel continues to change. We will now take time to absorb your feedback and use this understanding to shape any future changes we make to cash acceptance. We would of course come back to you to discuss any such changes and would want to work closely with you again to review the concerns you and others have raised.

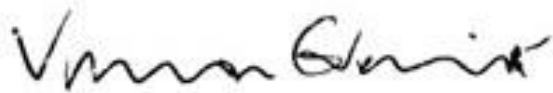
For the time being, while the coronavirus transmission rate is high and passenger numbers remain low, we will maintain the temporary cashless arrangements that were put in place earlier in the pandemic at some ticket machines on the London Underground and DLR stations, and at London Overground ticket offices. This is to protect staff and customers from handling cash, while also facilitating social distancing by reducing queuing and congregating at ticket machines and ticket offices. Overall, these arrangements have worked well and, where issues have arisen, we have taken steps to address these.

We will of course continue to monitor these arrangements, respond to any concerns raised, and keep you updated as to any further changes.

Thank you again for taking the time to engage with us on the proposals. Your knowledge and expertise have been invaluable, and I look forward to our teams continuing to work together on any future proposals.

If you have any questions or require further information, please do get in touch.

Yours sincerely

A handwritten signature in black ink, appearing to read "Vernon Everitt". The signature is written in a cursive style with a large initial 'V'.

Vernon Everitt

Managing Director, Customers, Communication and Technology