



Emma Gibson  
Director  
London Travel Watch

By email only

Vernon Everitt  
Managing Director, Customers,  
Communication and  
Technology

Transport for London Palestra  
197 Blackfriars Road  
London SE1 8NJ

16 April 2021

Dear Emma,

Thank you for your letter of 18 March regarding the use of cash on our network.

I would like to reassure you about the following core issues for the avoidance of doubt:

- The current arrangements whereby cash handling has been suspended at certain London Underground stations are temporary
- There are no plans to widen the temporary suspension of cash handling except under certain circumstances – e.g. improvement work in particular ticket halls which makes that necessary
- No decisions have been taken on the long-term future of cash acceptance and, should any changes be proposed in future based on the evidence we observe, they will be subject to full public scrutiny through consultation and Equality Impact Assessments


With the public health situation continuing to evolve, and passenger numbers remaining low, we will retain for the time being the temporary cashless arrangements that are already in place. Overall, these arrangements have worked well and, while customer complaints have been low, we have taken steps to address any issues that have arisen at specific locations. We will continue to monitor the arrangements and respond to any concerns raised. We have regular meetings to review the position and the timing of reinstating cash transactions will be made based on the public health situation, alongside customer feedback and enhanced monitoring by our Tube station staff. I want to reassure you that if any of this monitoring suggests we need to reinstate cash transactions at specific locations ahead of the more general reintroduction then this can be actioned quickly.

No decision has been made about the long-term future of cash transactions, other than to commission research into the issue. The number of people paying for travel with cash has reduced over the years as more customers use contactless forms of payment. These trends eventually led to the removal of cash transactions on buses after the use of cash fell to around one per cent or less of all transactions. With these changing behaviours and the need for us to demonstrate that we are running the most efficient network, we need to better understand today's trends and explore what it means both from a customer perspective and in terms of the cost of running the network.

We are also acutely conscious of the potential to deepen inequality in our city. This is why we have commissioned the independent research agency, 2CV, to explore how cash is used in wider society and on the transport network, focusing specifically on groups of customers with protected characteristics and people on low incomes. We will be happy to share the outcome of this research once completed.

We will of course continue to keep you updated and seek your views on this important issue.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Vernon', with a stylized, cursive flourish at the end.

Vernon Everitt

Managing Director, Customers, Communication and Technology