



Andy Byford
Commissioner of Transport

Emma Gibson
Director, London TravelWatch

Transport for London
Palestra
197 Blackfriars Road
London SE1 8NJ

By email only: Luke Muskett

21 June 2021

Dear Emma

Thank you for your letter of 20 May regarding the use of cash on our network.

The temporary cashless arrangements we introduced in response to the pandemic have played an important role in protecting staff and customers from handling cash, while also facilitating social distancing by reducing queuing and congregating at ticket machines and ticket offices. We have continued to monitor the arrangements closely, and have taken steps to address any issues that have arisen at a small number of specific locations.

As you know, we 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. As promised, the results of this research are attached.

Having carefully considered this research, the public health situation and the feedback that you and other stakeholders have helpfully provided, we plan to start reinstating cash acceptance from today at those stations on the Tube and the DLR where it was removed for pandemic-related reasons. The process of reinstating cash at all affected stations is likely to take a few weeks, and we will update you on our progress by 21 July. On the DLR, cash will be accepted at every station where it was accepted before the pandemic, but the number of available machines at each station may vary due to reliability issues.

We also plan to reinstate cash where it was removed from ticket offices on London Overground, TfL Rail and the Emirates Air Line.

The only exceptions to cash reinstatement on the Tube network are Finsbury Park and Tottenham Hale, which are temporarily not accepting cash due to redevelopment work, and Canary Wharf, where the ticket machines are already cashless. There are Oyster Ticket Stops nearby these stations for those customers who need to use cash. There are also some DLR stations where cash has not been accepted since before the pandemic. These are Bow Church, Devons Road, South Quay, Crossharbour, Westferry, Canary Wharf, Limehouse and All Saints.

Separately to this, we have a requirement to replace ticket machines specifically on the DLR, as they are ageing and becoming unfit for purpose. We will keep you updated on the timeframes for this work and would, of course, engage with you on any proposals that affect cash acceptance on the DLR.

It is clear, from both the research and the valuable feedback we have received from you and other stakeholders, that any further, future changes to cash acceptance would need to be carefully considered, including taking into account the impact on those customers for whom cash remains vital in allowing them to use our services.

At the same time, it is widely accepted that there is a clear trend in society towards less cash use, which we have seen borne out in the steadily decreasing numbers of people paying to travel on our network with cash over recent years. We also received very few customer comments or complaints during the spell of temporary cashless operation.

We will therefore continue to monitor customer trends, alongside other considerations including local requirements and our financial situation, to ensure we continue to strike the right balance in the future.

I want to thank you again for your continued feedback on this matter. We will of course continue to seek your views as we develop our thinking further.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Andy Byford', with a stylized flourish at the end.

Andy Byford