

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (EPSOM & EWELL)

DATE: 23 SEPTEMBER 2013

LEAD OFFICER: NICOLA MORRIS, COMMUNITY PARTNERSHIP AND COMMITTEE OFFICER

SUBJECT: GOING CASHLESS ON TFL BUS SERVICES - CONSULTATION

DIVISION: ALL

**SUMMARY OF ISSUE:**

Transport for London (TfL) is consulting on proposals to stop accepting cash on London Buses services.

RECOMMENDATIONS:

The Local Committee (Epsom & Ewell) is asked to consider whether it wishes to make any comments to Transport for London on these proposals

1. INTRODUCTION AND BACKGROUND:

- 1.1 Transport for London (TfL) is consulting on proposals to stop accepting cash on London Buses services some of which also serve areas of Surrey including Epsom & Ewell.
- 1.2 Surrey residents may be affected to a greater degree than London residents due to the reduced number of Oyster top up outlets available within the County. It is unclear whether TfL would increase these outlets but they will be encouraging and promoting the use of contactless payment cards. There may also be issues for irregular travellers who need to use a bus in an emergency and do not have the necessary card and for young people who have lost or forgotten their oyster card.

2. ANALYSIS:

- 2.1 Since the introduction of the Oyster card in 2003 and the launch of contactless payment cards (CPC) on London buses last year, London Buses have said more passengers are now appreciating the convenience and value for money these options offer. Less than 1% of passengers currently use cash to pay the fare as by using their Oyster card or CPC they save £1 off the cash single fare.
- 2.2 This proposal (if ratified by the Mayor or London) will affect the following London Buses services that operate in Epsom & Ewell:

166 Epsom to West Croydon

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- 293 Epsom to Morden
- 406 Epsom to Kingston
- 418 Epsom to Kingston
- 467 Epsom to Hook
- 470 Epsom to Colliers Wood

2.3 Consultation will continue until Friday 11 October 2013 and residents can submit their comments at tfl.gov.uk/cashless.

2.4 Cash currently makes-up less than 1% of total bus journeys and 2% of night-time journeys and makes-up 2.4% of total bus journeys across the London boundary. 10% of cash journeys are made on night buses.

2.5 There are around 60,000 cash payers per day out of a total of 6.5m. 86% of people paying cash have an Oyster card (72% in 2011) and 12% always use cash to pay for their bus travel (26% in 2011). Customers paying by cash tend to be younger than average – two thirds are aged between 16 and 34.

2.6 7% of cash users say they wouldn't travel if cash was no longer accepted.

2.7 TfL indicate that the proposal will help reduce boarding times and delays to bus services and help them make up to £24m per-annum of savings to reinvest in improving the transport network.

2.8 To avoid the consultation website crashing TfL have staggered the awareness. Posters have been put up from 23 August and emails to Oyster users will be sent out in waves. Press activity will have a countdown to the end of consultation and will include regional press. The County Council has requested that Surrey Newspapers are also included in the press releases. Information has been posted at some of the bus stops in Town Centres served by TfL services and this consultation will be publicised on the Surrey County Council website. Parish Councils in areas served by TfL services will be informed along with secondary schools as this change could affect Surrey students 16+ using TfL services.

2.9 The Mayor will make a decision in the Autumn following consultation and if agreed TfL will go cashless on London buses in 2014. There will be campaigns to raise awareness of the alternatives and to countdown to the date.

3. CONCLUSION AND RECOMMENDATIONS:

3.1 The Committee is asked whether it wishes to make any comments on these proposals to TfL.

Contact Officer:

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