

MAYOR OF LONDON

Caroline Pidgeon AM

By email

Date: 15 September 2020

Dear Caroline

Thank you for presenting the petition regarding face masks for extremely vulnerable registered Disabled Person's Freedom pass holders at the London Assembly (Plenary).

Everyone should be wearing a face covering on Transport for London (TfL) services unless they are exempt. I am pleased to note that the majority of customers are doing this, with compliance levels at around 90 per cent during the morning peak. The police and TfL enforcement officers are deployed to priority locations across the bus and Tube network to explain the requirement and encourage compliance. They are now taking enforcement action when required, including refusing entry, asking people to leave the network and bringing fines or prosecutions if necessary. This is expected to be a last resort as Londoners will want to do the right thing and keep themselves and others safe.

A number of passengers will have a legitimate exemption, which TfL enforcement teams are fully aware of. Currently, customers who are exempt from wearing masks can download and print an exemption card from the TfL website, display the card on their phone or call the TfL contact centre for a card to be sent out to them, similar to the 'Please offer me a seat' badge. TfL has also started work on a new badge to ensure that those with exemptions from wearing a mask are easy to identify. More information will be made available shortly.

I have passed your idea of a 'Please offer me a seat' mask on to the TfL Customer Marketing team for review. Of course, the badge has been a huge success since it was brought into use with over 44,000 now in use. Further details can be found at: <https://tfl.gov.uk/transport-accessibility/please-offer-me-a-seat>

Yours sincerely,



Heidi Alexander

Deputy Mayor for Transport