



Infrastructure decisions

Transport for London: contactless payment

Transport for London (TfL) consult on a huge range of topics, from major infrastructure projects to minor adjustments in local transport schedules. They chose to use [Citizen Space](#) to consult online – because of its ability to make consultations more accessible and engaging to the public, and its ability to improve their internal processes of running and managing consultations. TfL now use Citizen Space for all their public consultations – including, for example, proposals for London buses to no longer accept cash payments. This generated the **largest ever response** to a TfL consultation, with over 37,000 submissions received.

"Citizen Space has transformed the way we are able to engage with our customers and stakeholders. It has allowed us to reach and listen to the views of more service users than ever before."

Head of Consultation, Transport for London

Other infrastructure decision consultations using our tools include:

- Unblocking the Croydon Bottleneck, Network Rail, UK
- Consultation on the use of narrow trenching in Scotland's roads, Scottish Government
- Operating resilience of the UK's aviation infrastructure, Civil Aviation Authority, UK
- Discussion paper - Voluntary fitment of ADS-B technology in VFR aircraft (DP 1701AS), Civil Aviation Safety Authority, Australia
- Solutions to Operation Stack, Highways England
- Isle of Man Ferry Services Survey, Isle of Man Government