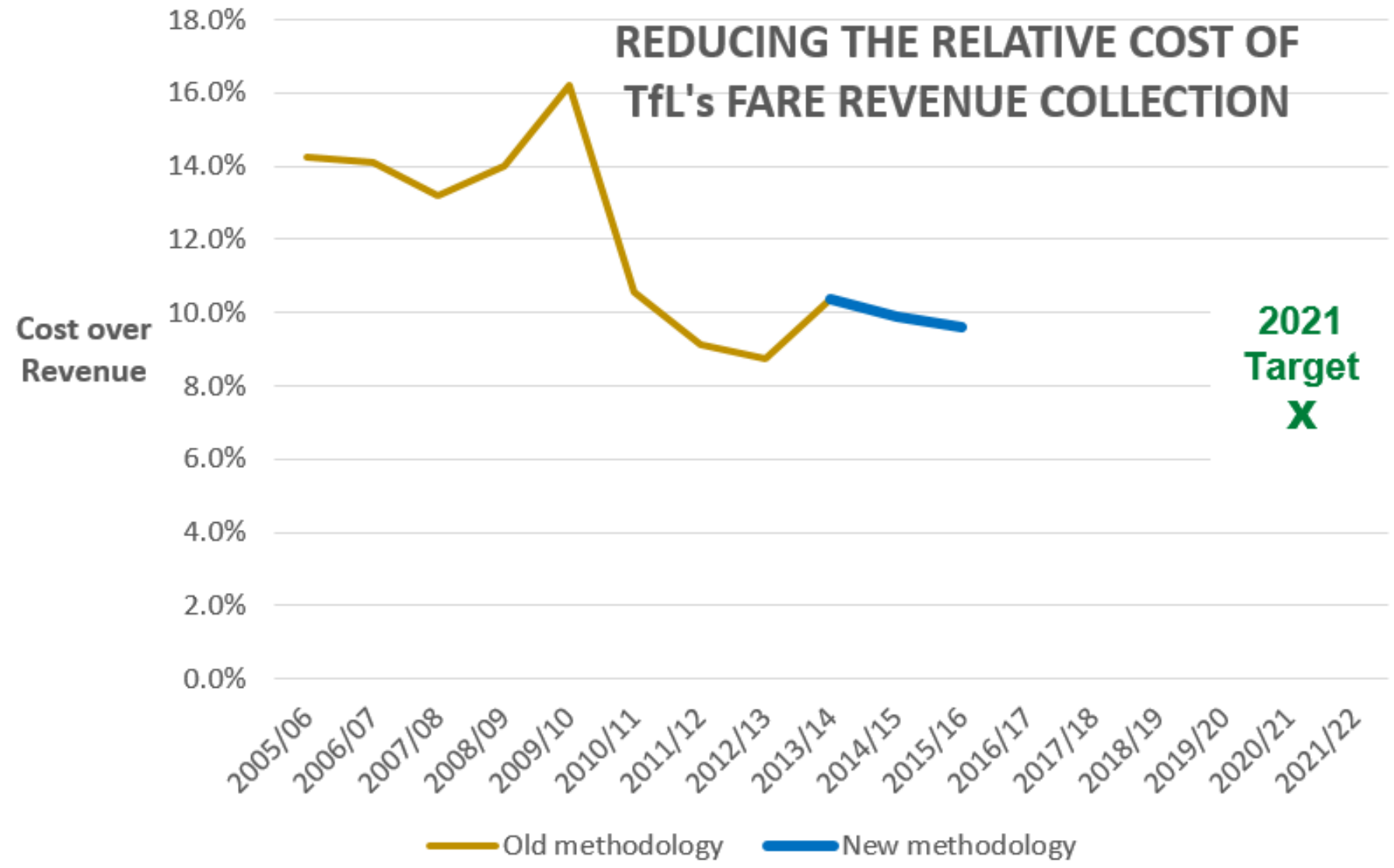


# REDUCING THE RELATIVE COST OF TfL's FARE REVENUE COLLECTION



# Summary of factors impacting on CoFRC

- A series of initiatives to drive down ticketing service contract costs, including:
  - Early termination of a sub-optimal contract
  - Removal from contract of elements that could be better procured by TfL
  - Introducing less specialised infrastructure open to wider range of tenders
  - Making procurement process generally more competitive
- Introduction of Contactless which reduced TfL's retailing costs
  - Removal of staff-intensive ticket retailing from stations
  - Reduction of fraud
  - Reduction in commission costs paid to external outlets
  - Reduction in the number of Oyster cards produced
- TfL network expansions with low ticketing costs relative to extra revenue