From: FOI
To: "xxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxx.xxx"
Subject: FOI Request - Payment Statistics
Date: 21 August 2017 12:07:00
Attachments: Your Right to Appeal.pdf

Dear Mr Blackie

Our Ref: FOI-1049-1718

Thank you for your e-mail received on 2 August 2017 asking for information about payments made to TfL.

Your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy. I can confirm we hold some of the information you require. You asked for:

Can you let me know for the latest practical period (3 months or 1 year is fine) what proportion of payments to TfL are made by:

- **Cash**
- **Card**
- **Contactless**
- **Apply Pay**
- **Any other relevant methods**

Please note that there are some limitations with the data we have available. Some of the payments we receive are via Train Operating Companies, and we have no record of whether those tickets were payed for in cash or by bank card.

Other payments are from Oyster Ticket Stops (newsagents, etc where customers can buy Oyster season tickets and Pay As You Go top-ups). We believe most of these are paid for in cash, but we cannot provide a breakdown. We are also unable to break down payments by customers using mobile devices to travel (i.e. break them down by Apple Pay, Android Pay etc.).

In terms of the analyses available, some of the data we have is in terms of transactions, some in terms of journeys, and some in terms of receipts.

You may not find the number of transactions of any particular interest, as it is not necessarily indicative of the amount of travel. In the following table, one transaction using cash (for example) could relate to a top-up just sufficient for a single journey, whereas one transaction using a credit card (for example) could relate to the purchase of a top-up that might cover 15 or more journeys.

Number of Oyster PAYG top-ups by Payment Method (direct to TfL, rather than to newsagents etc.)

12 months starting July 2016	Cash	Credit Card	Debit Card	Cheque	Other (including payment using mobile)	Total
Total for the year	129,403,702	61,611,432	6,840,428	224,597	12,573,251	210,653,410
Proportions	61.4%	29.2%	3.2%	0.1%	6.0%	100%

A better guide to what you are looking for is this breakdown by journey, as this is closely related to how much is spent overall using different payment method. However, the following analysis available is only for Underground, and does not distinguish between cash and card purchases.

Number of journeys (000) on the Underground by Payment Method

12 months starting July 2016	Oyster journeys	Contactless Payment Card (CPC) journeys	Contactless mobile device journeys	Total
Total for the year	1,159,080	253,358	20,790	1,433,228
Proportions	80.9%	17.7%	1.5%	100.0%

Finally, an analysis which helps give an idea of the breakdown between cash and card purchases. These are receipts (sales) on the Underground, including purchases of Travelcards as well as pay as you go (PAYG) top-ups, but they will also cover parts of journeys made on National Rail. Note that 'Bank Card' excludes journeys using CPCs and mobiles.

Total receipts collected (£000) on the Underground by Payment Method

12 months starting April 2016	Cash	Bank Card	Total
Total for the year	339,255	1,345,958	1,685,213
Proportions	20.1%	79.9%	100.0%

If this is not the information you are looking for please feel free to contact me.

Please see the attached information sheet for details of your right to appeal.

Yours sincerely

Gemma Jacob
FOI Case Officer
FOI Case Management Team
General Counsel
Transport for London

xxx@xxx.xxx.xx

-----Original Message-----
From: Rob Blackie [mailto:xxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxx.xxx]
Sent: 03 August 2017 17:09
To: FOI
Subject: Re: FOI Request - Payment Statistics

Thanks very much for your reply and apologies for the lack of clarity.

Yes I do mean payments for fares - I'd like to understand what proportion of these payments happens via different methods.

Yours sincerely,

Rob Blackie

-----Original Message-----

Dear Mr Blackie

Our Ref: FOI-1049-1718

Thank you for your e-mail received on 2 August 2017 asking for information about payments made to TfL.

Your request has been considered in accordance with the requirements of the Freedom of Information (FOI) Act and our information access policy.

Unfortunately, from the description provided, we are unable to identify the information you require. To enable us to assist with your request could you please confirm whether you are enquiring about payments from fares – i.e. methods of payments for fares on the London Underground etc.
Please provide a more detailed description of the information you are seeking together with any other details you think might help us locate the information you require. If

The FOI Act allows you to request recorded information held by Transport for London (TfL). There are limits on the time that TfL are required to spend determining whether TfL holds the information you are requesting and the time spent locating, retrieving and extracting it. Therefore you should identify the information that you want as clearly and concisely as you can, specifying the types of document that you are looking for. You might also consider limiting your request to a particular period of time, geographical area or specific departments of TfL.

Although your request can take the form of a question, rather than a request for specific documents, TfL does not have to answer your question if it would require the creation of new information or the provision of a judgement, explanation, advice or opinion that was not already recorded at the time of your request.

Please note that the 20 working day deadline for responding to your request will depend on when we receive satisfactory additional information to help clarify your request.

If we hear nothing further from you by 24 August 2017 your response will be treated as a new request.

In the meantime, if you have any queries or would like to discuss your request, please feel free to contact me.

Yours sincerely

Gemma Jacob

FOI Case Officer

FOI Case Management Team

General Counsel

Transport for London

[1][TfL request email]

Please use this email address for all replies to this request:
xxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxx.xxx

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For more detailed guidance on safely disclosing information, read the latest advice from the ICO:
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