



Digital Skills and Research Methods BMSW4003

Contactless payment the innovative system for TfL

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Contactless payment the innovative system for TfL

Students

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1. Introduction

In this presentation we will talk about the latest technologies brought by Transport for London, which is the Contactless Payment System.

First we will discuss about the history of TfL, then the purpose, mission and services, last what are the benefits of contactless payment.

Then how it is important this new system in the organisation, the impact, the advantages and consequences.



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2. Background of the Organisation

History

First world's Underground, London 1863. TfL it is run by the local Government and led by the Mayor of London (TfL, 2019).

Aim

Keep the city working and a live (Business Plan TfL, 2019).

Objectives

Reinvest all their income to improve London's transport (Business Plan TfL, 2019).

Purpose

Support the Mayor's Strategy, more services for all Londoners with a value for money (Business Plan TfL, 2019).



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- **Mission**

Helping all Londoners to live a healthy life (Khan, 2019).

- **Vision**

Investing in air quality and connectivity so London remains a competitive and an attractive city to live and to do business in it (Khan, 2019).

- **Current Status**

Reducing car dependency and using more bicycles or walking (Business Plan TfL, 2019).

- **Services**

TfL run most of London's public transport, Buses, Trams, Rail, Underground, Overground (Business Plan TfL, 2019).



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3. Challenges before Introducing Modern Technology

- **Cash Payments**

Paying for fares with cash would have caused extremely long queues especially during peak travel times.

- **International visitors**

Visitors or people who infrequently use the transport system must first be introduced and educated on the existing structure.

- **Operating Cost**

There are several factors that contribute to these costs. A massive number of new Oyster cards were made each month which lead to a substantial bill for acquiring, making and dispensing those cards. Also the enormous costs to maintain any Top-Up machines and to accumulate any cash from the stations.



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4. Insights of the Modern Technology

2014, Transport for London announced that will be possible to pay with the new contactless payment system across all London transport system (Ballard, 2014).

- **What is it?**

The contactless payment is an innovative and fast payment method.

- **How does it work?**

You just need to own a bank card which contains a chip that you must hold near a physical terminal in order to make a payment. All this process is possible thanks to the RFID (radio frequency identification) which allows the transaction of money in just few seconds (Kagan, 2019).



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- **Advantages of using this modern technology**

Every customer is charged based on their own journey (Lilly, 2019).

It's a card that you possess

No need to buy a new Oyster card anymore (Norah, 2019).

Easy to use

Customers just need to hold it near the terminal and the payment will be completed (Lilly, 2019).

Time saving

The money will be taken directly from the bank account (Lilly, 2019).

Weekly capping on fares

Unlike the Oyster card, it supports weekly capping (Norah, 2019).



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- **Disadvantages of using this modern technology**

Not all foreign cards are supported

Even if most of them work, there are still some that do not (Norah, 2019).

Foreign transaction fees

Customers will be charged in their foreign currency transactions and this may not be very convenient (Norah, 2019).

Discounts can't be added

Contactless systems do not give the opportunity to have different discounts (Norah, 2019).



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5. Impacts of modern technology

- **Positive**

1. In total, 40% of all pay as you go journeys are now made using contactless (TfL, 2017).
2. Contactless payments have also attracted customers who do not travel as often and are not interested in using an oyster card.

- **Negative**

Many people are not familiar with this modern technology and are facing difficulties adapting to it.

Congestion problems if the network is down and cards cannot be used.



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6. Lesson drawn from the case study

- Differences

	Old technology	Modern technology
Processing	Slower Processing	Faster and easier processing
Payment options	Limited payment options	More and easier payment options
Environment	Environmentally harmful	Eco - friendly
Services	Insufficient customer service	Easier for customer to receive services
Communication	Slow and lower quality of communication	Faster and higher quality communication
Media information	Delay in acquiring information	Direct information from all over the world in real time



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- **Why the modern technology is important**

Easier calculation for each service

Improvement in health services and education

Helps in the development of sciences

Registering and top up on line (TfL)

- **Consequences of not using modern technology**

Unsatisfactory service for the modern customer

Lower profits and slower business development

More difficult to trust organizations that do not use modern technologies



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7. Conclusion

Easy Fast Time Saver

The easy and fast payment improves the quality of TfL and development economically, also this report shows you the importance of modern technology in our life.

This system might seem like something easy, but just think of all the time we are saving and all the paper tickets we avoid using every day.



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9. Question and Answer

We hope that you have enjoyed our presentation and if you have any question, please ask.

Thank you for your attention!

