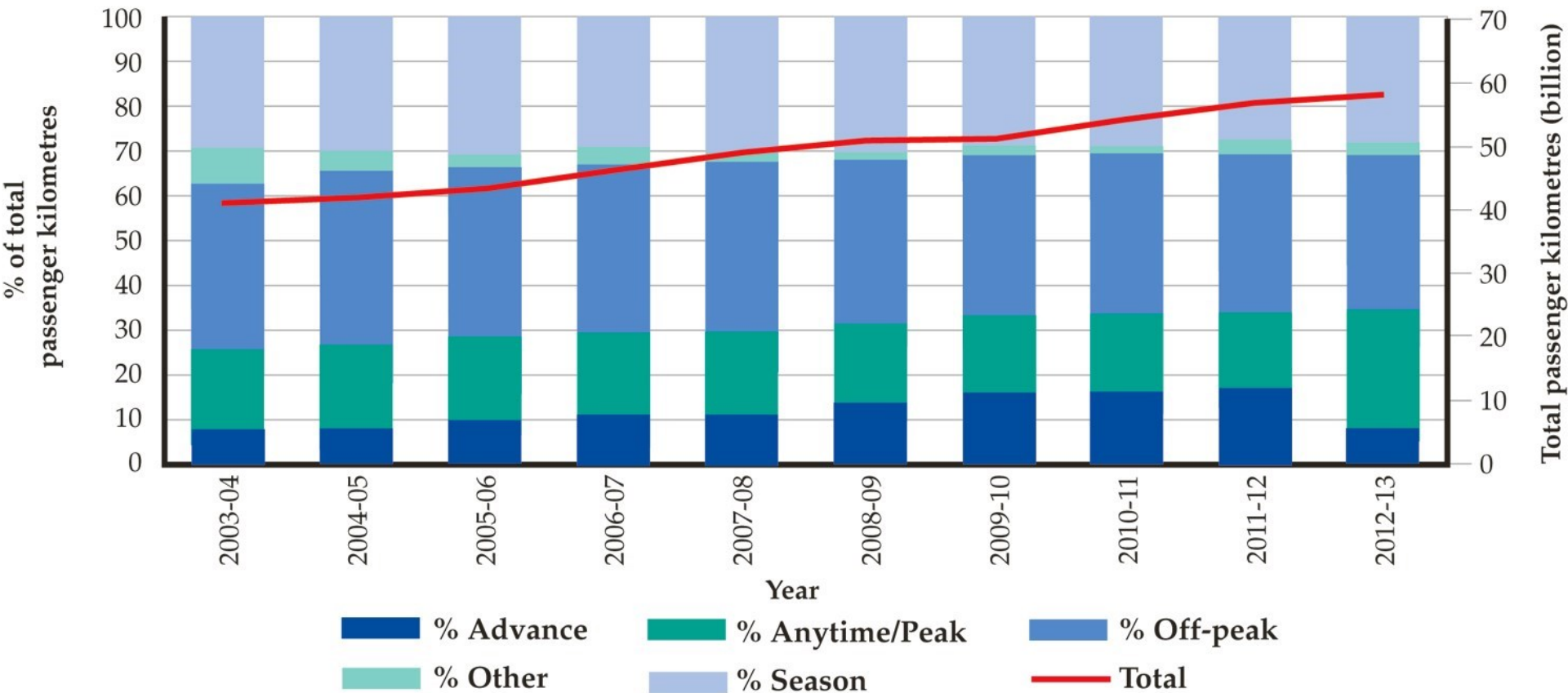
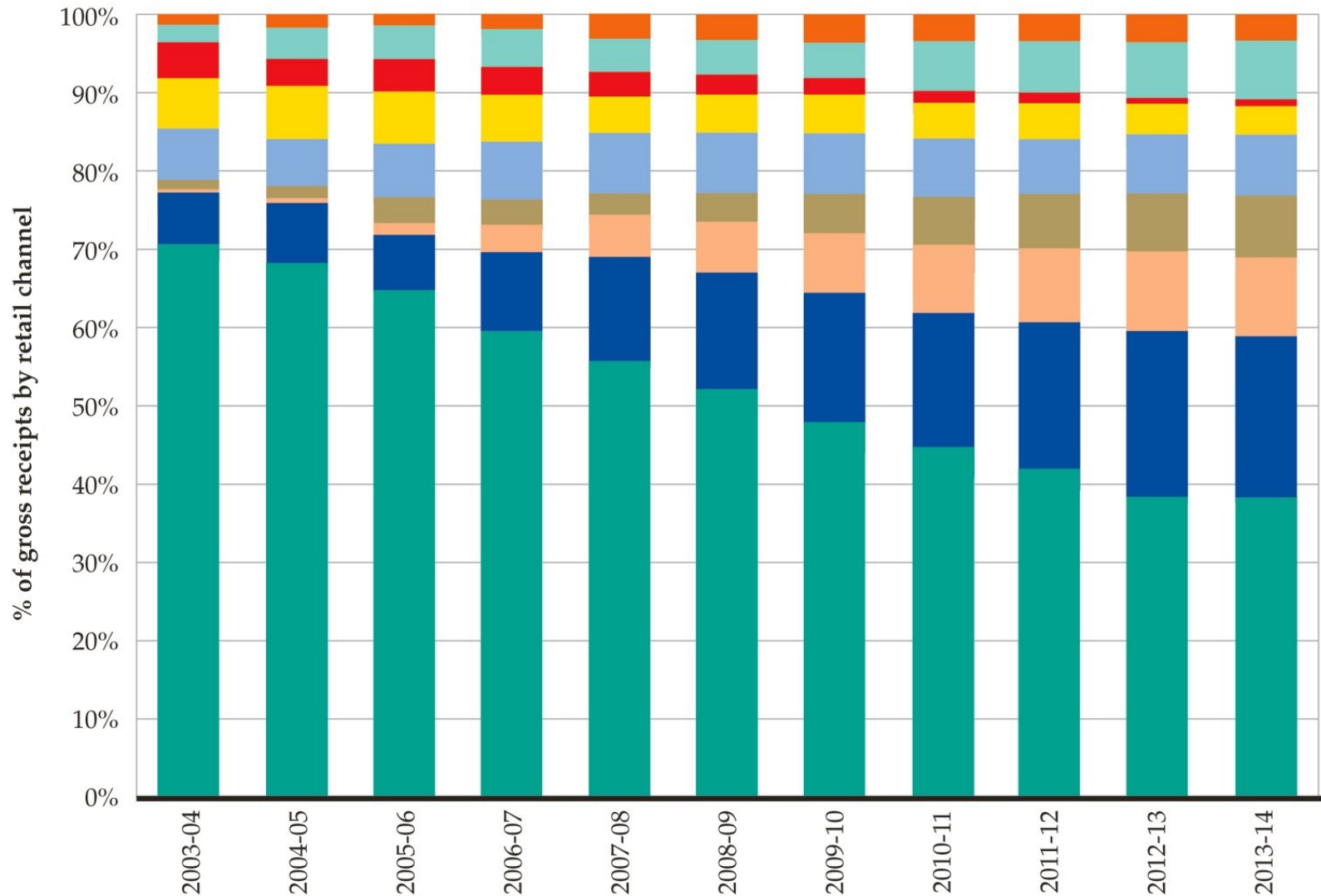


Passenger kilometres by ticket type (total passenger kilometres)

Source: LENNON



How tickets were sold: 2003/04 to 2013/14 (% of total receipts)



Other (including international)

Transport for London

Call centres

TOC on-train sales

Travel management companies

Third party websites

TOC websites

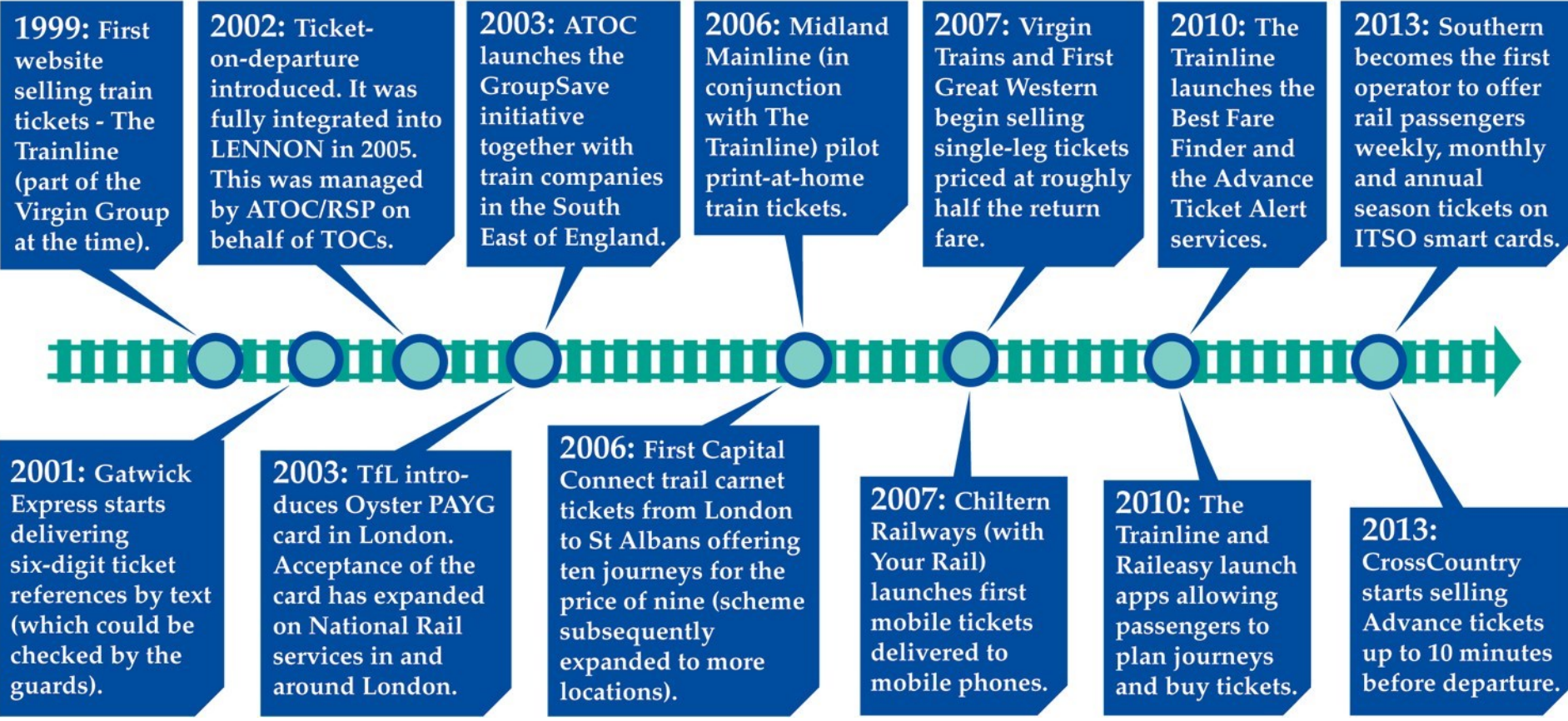
Ticket vending machines

Station ticket offices

Source: LENNON

High-level timeline of some developments in ticket retailing

Source: ORR



TOCs' estimated cost of sale by sales channels

Source: ATOC

