TfL Ticket System Performance

The tables below show the availability of ticket machines, gates and yellow card readers at the point of purchase or at the point of travel.   Supporting systems, and the number of automated refunds proactively processed are also shown.

Sales channels- availability	Period 1 1/4/17-29/4/17	Period 2 30/4/17-27/5/17	Period 3 28/5/17-24/6/17
Web services Oyster online	99.96%	99.95%	99.85%
Contactless	99.94%	99.92%	99.98%
London Underground Retailing	98.76%	98.24%	98.83%
Oyster Ticket Stops	99.95%	99.92%	99.93%
Back office supporting systems			
FAE- Fares + Aggregation Engine	100.00%	100.00%	100.00%
PARE- Payment and Risk Engine	100.00%	100.00%	100.00%

Validation- availability	Period 1 1/4/17-29/4/17	Period 2 30/4/17-27/5/17	Period 3 28/5/17-24/6/17
London Underground Validation/gates	97.89%	98.00%	98.96%
Overall availability	98.53%	98.71%	98.70%
London Buses validation	99.68%	99.64%	99.71%
National Rail	99.86%	99.89%	99.88%
DLR	99.87%	99.80%	99.74%
Tramlink	99.85%	99.83%	99.82%
River Services	99.75%	99.62%	99.82%

Refunds (journey numbers)	Period 1 1/4/17-29/4/17	Period 2 30/4/17-27/5/17	Period 3 28/5/17-24/6/17
Autofill refunds processed- Oyster	351,907	321,560	304,669
Autofill journeys corrected- CPC	389,608	390,651	437,488
Other Service desk refunds processed- Oyster	145,220	99,346	223,296
Other journeys corrected- CPC	93,628	109,901	107,000
Self service refunds claimed	20,933	22,273	18,620
Service delay refunds claimed	7,621	9,936	11,213

Notes

- The periods refer to the TfL financial accounting periods for 2017/18. Period 1 started on 1st April 2017.
- CPC- payment for travel using a contactless credit, debit or charge card issued by a bank. Refunds in these cases are made before the customer is charged.