

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. The number of automated refunds proactively processed and self-serve Oyster sales are also included.

Period 10, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		London Underground		Autofill refunds processed- Oyster	121,562
Oyster online	98.02%	Validation/gates	99.27%	Autofill journeys corrected- CPC	84,732
Contactless	99.92%	London Underground	98.92%	Other Service desk refunds	
London Underground	97.74%	overall availability		processed- Oyster	156,879
Retailing availability		London Buses		Other journeys corrected (CPC),	36,244
Oyster Ticket Stops availability	99.81%	validation	99.30%	Self service refunds claimed (Dec)	9,841
Back office supporting systems		National Rail	99.84%	Service delay refunds claimed (Dec)	5,433
FAE- Fares and Aggregation		DLR	99.19%		
Engine	100.0%	Tramlink	99.68%		
PARE- Payment and Risk Engine	100.0%	River Services	99.77%		

Period 11, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		Rail (LU and NR)		Autofill refunds processed- Oyster	121,659
Oyster online	98.11%	Overall availability ⁱ	99.35%	Autofill journeys corrected- CPC	119,724
Contactless	99.82%	LU overall	98.91%	Other Service desk refunds processed- Oyster	298,976
London Underground Retailing availability	97.98%	LU validation/gates	99.25%	Other journeys corrected (CPC),	39,180
Oyster Ticket Stops availability	99.48%	London Buses validation	99.54%	Self service refunds claimed (Jan)	26,759
Back office supporting systems		National Rail	99.79%	Service delay refunds claimed (Jan)	12,735
FAE- Fares and Aggregation Engine	99.99%	DLR	99.72%		
PARE- Payment and Risk Engine	99.99%	Tramlink	99.81%		
		River Services	98.86%		

Period 12, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		Rail (LU and NR)		Autofill refunds processed- Oyster	94,175
Oyster online	99.19%	Overall availability ⁱⁱ	99.27%	Autofill journeys corrected- CPC	163,205
Contactless	100.00%	LU overall	98.69%	Other Service desk refunds processed- Oyster	148,556
London Underground Retailing availability	97.47%	LU validation/gates	99.14%	Other journeys corrected (CPC),	52,592
Oyster Ticket Stops availability	99.31%	London Buses validation	99.60%	Self service refunds claimed (Feb)	12,821
Back office supporting systems		National Rail	99.85%	Service delay refunds claimed	13,597
FAE- Fares and Aggregation Engine	99.84%	DLR	99.91%		
PARE- Payment and Risk Engine	100.00%	Tramlink	99.85%		
		River Services	99.21%		

Period 13, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		Rail (LU and NR)		Autofill refunds processed- Oyster	124,531
Oyster online	99.93%	Overall availability ⁱⁱⁱ	99.43%	Autofill corrections- CPC (touch out)	149,486
Contactless	99.95%	LU overall	98.99%	Autofill corrections- CPC (touch in)	30,759
London Underground	98.03%	LU validation/gates	99.34%	Other Service desk refunds	116,114
Retailing availability		London Buses		processed- Oyster	
Oyster Ticket Stops availability	99.09%	validation	99.58%	Other journeys corrected (CPC),	53,043
Back office supporting systems		National Rail	99.87%	Self service refunds claimed (March)	21,837
FAE- Fares and Aggregation Engine	100%	DLR	99.86%	Service delay refunds claimed	10,632
PARE- Payment and Risk Engine	100%	Tramlink	99.70%		
		River Services	99.43%		

Notes

- The periods refer to the TfL financial accounting periods for 2015/16. Period 1 started on 1st April 2015 and each period lasts 28 days.
- CPC- payment for travel using a contactless credit, debit or charge card issued by a bank. Refunds in these case are made before the customer is charged..

ⁱ This is an average of LU overall availability and that for National Rail.

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