

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.

Period 1 2016-17					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		London Underground		Autofill refunds processed- Oyster	125,370
Oyster online	99.62%	Validation/gates	99.09%	Autofill journeys corrected- CPC	266,316
Contactless	100.00%	London Underground	98.65%	Other Service desk refunds	79,020
London Underground	97.46%	overall availability		processed- Oyster	
Retailing availability		London Buses		Other journeys corrected (CPC),	74,030
Oyster Ticket Stops availability	99.24%	validation	99.48%	Self service refunds claimed (April)	21,710
Back office supporting systems		National Rail	99.90%	Service delay refunds claimed (April)	9,323
FAE- Fares and Aggregation		DLR	99.93%		
Engine	99.69%	Tramlink	99.82%		
PARE- Payment and Risk Engine	99.69%	River Services	99.23%		

Period 2 2016-17					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		London Underground		Autofill refunds processed- Oyster	110,528
Oyster online	98.48%	Validation/gates	99.16%	Autofill journeys corrected- CPC	241,763
Contactless	99.91%	London Underground	98.65%	Other Service desk refunds	58,941
London Underground	97.52%	overall availability		processed- Oyster	
Retailing availability		London Buses		Other journeys corrected (CPC),	65,375
Oyster Ticket Stops availability	99.86%	validation	99.61%	Self service refunds claimed (May)	22,067
Back office supporting systems		National Rail	99.86%	Service delay refunds claimed (May)	13,479
FAE- Fares and Aggregation		DLR	99.81%		
Engine	99.85%	Tramlink	99.63%		
PARE- Payment and Risk Engine	99.85%	River Services	99.77%		

Period 3 2016-17					
Sales channels		Validation		Refunds (journey numbers)	
Web availability		London Underground		Autofill refunds processed- Oyster	118,897
Oyster online	%	Validation/gates	99.16%	Autofill journeys corrected- CPC	271,070
Contactless	%	London Underground	98.76%	Other Service desk refunds	64,803
London Underground	97.70%	overall availability		processed- Oyster	
Retailing availability		London Buses		Other journeys corrected (CPC),	61,670
Oyster Ticket Stops availability	99.77%	validation	99.65%	Self service refunds claimed (June)	25,210
Back office supporting systems		National Rail	99.86%	Service delay refunds claimed (June)	19,543
FAE- Fares and Aggregation		DLR	99.68%		
Engine	99.60%	Tramlink	99.56%		
PARE- Payment and Risk Engine	99.60%	River Services	99.87%		

Notes

- The periods refer to the TfL financial accounting periods for 2016/17. Period 1 started on 1st April 2016.
- An additional Autofill refund was introduced for CPC customers from January and for Oyster customers from the last week of period 3. This will significantly increase the overall number of Autofill refunds in quarter 2 and beyond.
- 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.