TfL Revenue Collection System Performance- Quarter 1 2023/24

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

Sales channels- availability	Period 1 (01/04/23 – 29/04/23)	Period 2 (30/04/23 – 27/05/23)	Period 3 28/05/23 – 24/06/23
Web services- Oyster online	100.00%	100.00%	100.00%
Web services- Contactless	100.00%	100.00%	100.00%
London Underground Retailing	97.57%	97.89%	97.37%
Oyster Ticket Stops	99.96%	99.96%	99.86%
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 (01/04/23 – 29/04/23)	Period 2 (30/04/23 – 27/05/23)	Period 3 28/05/23 – 24/06/23
London Underground (LU)- validation/gates	99.33%	99.33%	99.18%
LU Overall availability	99.08%	99.14%	98.94%
London Buses validation	99.63%	99.65%	99.66%
National Rail	99.85%	99.87%	99.76%
DLR	99.69%	99.68%	99.71%
Tramlink	99.81%	99.74%	99.59%
River Services	99.78%	99.91%	99.97%

The periods refer to the TfL financial four weekly accounting periods for 2023/24. Period 1 started on 1st April 2023.