

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.

Sales channels- availability	Period 7 18/9/16 – 15/10/16	Period 8 16/10/16 – 12/11/16	Period 9 13/11/16 – 10/12/16
Web services			
Oyster online	99.81%	99.98%	99.92%
Contactless	99.95%	99.96%	99.92%
London Underground Retailing	97.51%	97.05%	97.29%
Oyster Ticket Stops	99.90%	99.90%	99.90%
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 7 18/9/16 – 15/10/16	Period 8 16/10/16 – 12/11/16	Period 9 13/11/16 – 10/12/16
London Underground			
Validation/gates	99.11%	98.90%	98.82%
Overall availability	98.68%	98.40%	98.41%
London Buses validation	99.56%	99.69%	99.23%
National Rail	99.91%	99.92%	99.88%
DLR	99.87%	99.81%	99.66%
Tramlink	99.91%	99.92%	99.78%
River Services	99.89%	99.79%	99.20%