

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 01/04/2018- 28/04/2018	Period 2 29/04/2018- 26/05/2018	Period 3 27/05/2018- 23/06/2018
Sales channels- availability			
Web services- Oyster online	99.52%	99.85%	99.90%
Web services- Contactless	99.78%	99.80%	99.98%
London Underground Retailing	98.19%	98.29%	98.02%
Oyster Ticket Stops	99.83%	99.17%	98.87%
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%

	Period 1 01/04/2018- 28/04/2018	Period 2 29/04/2018- 26/05/2018	Period 3 27/05/2018- 23/06/2018
Validation- availability			
London Underground - validation/gates	99.09%	99.21%	98.97%
London Underground - Overall availability	98.86%	98.98%	98.66%
London Buses validation	99.79%	99.78%	99.80%
National Rail	99.89%	99.90%	99.85%
DLR	99.81%	99.83%	99.80%
Tramlink	99.88%	99.76%	99.69%
River Services	99.26%	99.70%	99.31%

Refunds (journey numbers)	April 2018	May 2018	June 2018
Autofill refunds processed- Oyster	303,260	340,064	332,045
Autofill journeys corrected- CPC	532,717	547,001	575,543
Other T+D Operations Centre refunds processed- Oyster	3,030	116,523	4,012
Other journeys corrected- CPC	81,382	105,864	101,150
Self service refunds claimed	18,025	16,753	14,994

Notes

- The periods refer to the TfL financial accounting periods for 2018/19. Period 1 started on 1st April 2018.
- 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.