

TfL Revenue Collection System Performance- Quarter 3 2022/23

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 are also shown.

	Period 7 (18/09/22- 15/10/22)	Period 8 (16/10/22- 12/11/22)	Period 9 (13/11/22- 10/12/22)	Period 10 (11/12/22- 07/01/23)
Sales channels- availability				
Web services- Oyster online	100.00%	100.00%	100.00%	100.00%
Web services- Contactless	100.00%	100.00%	100.00%	100.00%
London Underground Retailing	96.69%	97.27%	97.55%	97.13%
Oyster Ticket Stops	99.93%	99.93%	99.97%	99.96%
Back office supporting systems				
F AE- Fares + Aggregation Engine	100.00%	100.00%	100.00%	100.00%
PARE- Payment and Risk Engine	100.00%	100.00%	100.00%	100.00%

	Period 7 (18/09/22- 15/10/22)	Period 8 (16/10/22- 12/11/22)	Period 9 (13/11/22- 10/12/22)	Period 10 (11/12/22- 07/01/23)
Validation- availability				
London Underground (LU)- validation/gates	99.21%	99.31%	99.18%	99.19%
LU Overall availability	98.81%	98.98%	98.94%	98.89%
London Buses validation	99.66%	99.67%	99.67%	99.63%
National Rail	99.88%	99.86%	99.84%	99.85%
DLR	99.61%	99.67%	99.66%	99.71%
Tramlink	99.64%	99.79%	99.77%	99.67%
River Services	99.84%	99.89%	99.81%	99.67%

The periods refer to the TfL financial four weekly accounting periods for 2022/23. Period 1 started on 1st April 2022.