TfL Revenue Collection 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 are also shown.

Sales channels- availability	Period 10 09/12/18- 05/01/19	Period 11 06/01/19– 02/02/19	Period 12 03/02/19- 02/03/19	Period 13 03/03/19- 31/03/19
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	97.86%	97.78%	97.99%	97.94%
Oyster Ticket Stops	99.94%	99.66%	99.93%	99.03%
Back office supporting systems				
FAE- Fares + Aggregation Engine	100.00%	100.00%	100.00%	100.00%
PARE- Payment and Risk Engine	100.00%	100.00%	100.00%	100.00%

Validation- availability	Period 10 09/12/18 – 05/01/19	Period 11 06/01/19 – 02/02/19	Period 12 03/02/19- 02/03/19	Period 13 03/03/19- 31/03/19
London Underground - validation/gates	98.80%	98.68%	98.91%	99.08%
London Underground - Overall availability	98.64%	98.48%	98.70%	98.75%
London Buses validation	99.75%	99.81%	99.77%	99.79%
National Rail	99.82%	99.81%	99.81%	99.80%
DLR	99.80%	99.75%	99.68%	99.67%
Tramlink	99.78%	99.84%	99.66%	99.63%
River Services	99.19%	98.53%	98.25%	99.69%

Notes
- The periods refer to the TfL financial accounting periods for 2018/19. Period 10 started on 9th December 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.