

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 are also shown.

Sales channels- availability	Period 7 16/09/18- 13/10/18	Period 8 14/10/18- 10/11/18	Period 9 11/11/18- 08/12/18
Web services- Oyster online	99.98%	99.99%	100.00%
Web services- Contactless	100.00%	100.00%	100.00%
London Underground Retailing	98.21%	97.91%	97.91%
Oyster Ticket Stops	98.93%	99.71%	99.65%
Back office supporting systems			
FAE- Fares + Aggregation Engine	100%	100%	100%
PARE- Payment and Risk Engine	100%	100%	100%

Validation- availability	Period 7 16/09/18- 13/10/18	Period 8 14/10/18- 10/11/18	Period 9 11/11/18- 08/12/18
London Underground - validation/gates	99.16%	98.64%	98.50%
London Underground - Overall availability	98.91%	98.46%	98.36%
London Buses validation	99.82%	99.68%	99.71%
National Rail	99.76%	99.83%	99.84%
DLR	99.87%	99.88%	99.82%
Tramlink	99.77%	99.90%	99.85%
River Services	99.10%	99.53%	99.20%

Notes

- The periods refer to the TfL financial accounting periods for 2018/19. Period 7 started on 16th September 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.