

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 7 (15/09/19-12/10/19) | Period 8 (13/10/19-09/11/19) | Period 9 (10/11/19-07/12/19) |
|---------------------------------------|--|--|--|
| Web services- Oyster online | 100.00% | 100.00% | 100.00% |
| Web services- Contactless | 100.00% | 100.00% | 100.00% |
| London Underground Retailing | 97.23% | 97.29% | 97.90% |
| Oyster Ticket Stops | 99.68% | 99.84% | 99.84% |
| Back office supporting systems | | | |
| F AE- Fares + Aggregation Engine | 100.00% | 100.00% | 100.00% |
| PARE- Payment and Risk Engine | 100.00% | 100.00% | 100.00% |

| Validation- availability | Period 7 (15/09/19-12/10/19) | Period 8 (13/10/19-09/11/19) | Period 9 (10/11/19-07/12/19) |
|---|--|--|--|
| London Underground - validation/gates | 98.85% | 98.75% | 99.09% |
| London Underground - Overall availability | 98.60% | 98.44% | 98.38% |
| London Buses validation | 99.66% | 99.71% | 99.72% |
| National Rail | 99.71% | 99.67% | 99.73% |
| DLR | 99.65% | 99.65% | 99.74% |
| Tramlink | 99.67% | 99.80% | 99.89% |
| River Services | 99.47% | 99.72% | 99.92% |

Notes

- The periods refer to the TfL financial accounting periods for 2019/20. Period 1 started on 1st April 2019, period 9 ended on 7th December 2019.
- 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.