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.

Sales channels- availability	Period 4	Period 5	Period 6
Web services			
Oyster online	99.72%	99.72%	100.00%
Contactless	100.00%	99.93%	99.95%
London Underground Retailing	97.53%	97.89%	97.44%
Oyster Ticket Stops	99.83%	98.88%	99.90%
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%

Validation- availability	Period 4	Period 5	Period 6
London Underground Validation/gates	98.89%	99.21%	99.03%
Overall availability	98.54%	98.75%	98.63%
London Buses validation	99.63%	99.61%	99.61%
National Rail	99.77%	99.86%	99.86%
DLR	99.77%	99.82%	99.65%
Tramlink	99.64%	99.75%	99.76%
River Services	99.55%	98.63%	99.43%

Refunds (journey numbers)	June	July	August
Autofill refunds processed- Oyster	206,154	448,931	348,127
Autofill journeys corrected- CPC	295,324	332,356	327,128
Other Service desk refunds processed- Oyster	69,646	103,390	98,542
Other journeys corrected- CPC	65,095	64,402	86,445
Self service refunds claimed	25,210	20,733	20,841
Service delay refunds claimed	19,547	20,032	10,653

Notes

- The periods refer to the TfL financial accounting periods for 2016/17. Period 1 started on 1st April 2016.
- An additional Autofill refund was introduced for CPC customers from January and Oyster customers from March. This has significantly increased the number of Autofill refunds.
- 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.