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 11 07/01/2018- 03/02/2018	Period 12 04/02/2018- 03/03/2018	Period 13 04/03/2018- 31/03/2018
Web services			
Oyster online	99.96%	99.79%	99.80%
Contactless	100.00%	99.95%	100.00%
London Underground Retailing	97.92%	97.59%	97.58%
Oyster Ticket Stops	99.93%	99.91%	99.82%
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 11 07/01/2018- 03/02/2018	Period 12 04/02/2018- 03/03/2018	Period 13 04/03/2018- 31/03/2018
London Underground			
Validation/gates	98.91%	98.93%	98.81%
Overall availability	98.66%	98.50%	98.50%
London Buses validation	99.74%	99.72%	99.79%
National Rail	99.87%	99.88%	99.90%
DLR	99.68%	99.77%	99.73%
Tramlink	99.86%	99.83%	99.91%
River Services	98.57%	99.43%	98.90%

Note

The periods refer to the TfL financial accounting periods for 2017/18. Period 11 started on 7 January 2018.