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 17/9/17- 14/10/17	Period 8 15/10/17 - 11/11/17	Period 9 12/11/17 - 9/12/17	Period 10 10/12/17 – 6/01/18
Web services				
Oyster online	99.79%	99.87%	99.94%	99.96%
Contactless	100.00%	99.98%	100.00%	99.95%
London Underground Retailing	98.30%	97.84%	97.45%	97.20%
Oyster Ticket Stops	99.95%	99.92%	99.92%	99.91%
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 7 17/9/17- 14/10/17	Period 8 15/10/17 - 11/11/17	Period 9 12/11/17 - 9/12/17	Period 10 10/12/17 – 6/01/18
London Underground				
Validation/gates	99.22%	99.08%	98.82%	98.92%
Overall availability	98.99%	98.69%	98.40%	98.48%
London Buses validation	99.77%	99.76%	99.77%	99.76%
National Rail	99.93%	99.90%	99.87%	99.92%
DLR	99.94%	99.80%	99.72%	99.82%
Tramlink	99.86%	99.91%	99.67%	99.83%
River Services	99.69%	99.44%	99.63%	99.15%

Note

The periods refer to the TfL financial accounting periods for 2017/18. Period 7 started on 17 September 2017.