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.

Please note that Period 13 2019/20 included the start of the period of restrictions given the Covid 19 pandemic, which greatly reduced travel.

Sales channels- availability	Period 10 (08/12/19- 04/01/20)	Period 11 (05/01/20- 01/02/20)	Period 12 (02/02/20- 29/02/20)	Period 13 (01/03/20- 31/03/20)
Web services- Oyster online	100.00%	100.00%	100.00%	100.00%
Web services- Contactless	100.00%	100.00%	100.00%	100.00%
London Underground Retailing	97.70%	98.50%	98.54%	99.05%
Oyster Ticket Stops	99.83%	99.88%	99.90%	99.90%
Back office supporting systems				
FAE- Fares + Aggregation Engine	100.00%	100.00%	100.00%	99.87%
PARE- Payment and Risk Engine	100.00%	100.00%	100.00%	99.87%

Validation- availability	Period 10 (08/12/19- 04/01/20)	Period 11 (05/01/20- 01/02/20)	Period 12 (02/02/20- 29/02/20)	Period 13 (01/03/20- 31/03/20)
London Underground - validation/gates	99.09%	99.26%	99.32%	99.50%
London Underground - Overall availability	98.78%	99.07%	99.13%	99.39%
London Buses validation	99.74%	99.69%	99.62%	99.66%
National Rail	99.82%	99.88%	99.91%	99.93%
DLR	99.81%	99.83%	99.81%	99.96%
Tramlink	99.60%	99.60%	99.70%	99.86%
River Services	99.92%	99.90%	99.89%	99.92%

Notes

- The periods refer to the TfL financial accounting periods for 2019/20. Period 1 started on 1st April 2019, period 13 ended on 31st March 2020
- 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.
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