# TfL Revenue Collection System Performance- Quarter 4 2020/21

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 this covers periods during the Covid 19 pandemic with reduced travel on public transport.**

| Sales channels- availability | Period 11 (10/01/21-06/02/21) | Period 12 (07/02/21-06/03/21) | Period 13 (07/03/21-31/03/21) |
|---|---|---|---|
| Web services- Oyster online | 100.00% | 100.00% | 100.00% |
| Web services- Contactless | 100.00% | 100.00% | 100.00% |
| London Underground Retailing | 99.68% | 99.60% | 99.59% |
| Oyster Ticket Stops | 99.95% | 99.93% | 99.92% |
| **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 (10/01/21-06/02/21) | Period 12 (07/02/21-06/03/21) | Period 13 (07/03/21-31/03/21) |
|---|---|---|---|
| London Underground - validation/gates | 99.70% | 99.65% | 99.68% |
| London Underground - Overall availability | 99.70% | 99.64% | 99.66% |
| London Buses validation | 99.73% | 99.76% | 99.73% |
| National Rail | 99.96% | 99.96% | 99.96% |
| DLR | 99.95% | 99.92% | 99.85% |
| Tramlink | 99.96% | 99.93% | 99.96% |
| River Services | 100.00% | 100.00% | 99.98% |

**Notes**
- The periods refer to the TfL financial accounting periods for 2020/21. Period 11 started on 10th January 2021.
- Contactless- 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.
- River Services were suspended in periods 11 and 12 owing to pandemic restrictions.