TfL Revenue Collection System Performance- Quarter 3 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 7 (20/9/20-17/10/20)	Period 8 (18/10/20-14/11/20)	Period 9 (15/11/20-12/12/20)	Period 10 (13/12/20-09/01/21)
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	99.56%	99.63%	99.65%	99.77%
Oyster Ticket Stops	99.89%	99.90%	99.91%	99.94%
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 (20/9/20-17/10/20)	Period 8 (18/10/20-14/11/20)	Period 9 (15/11/20-12/12/20)	Period 10 (13/12/20-09/01/21)
London Underground - validation/gates	99.62%	99.65%	99.66%	99.72%
London Underground - Overall availability	99.61%	99.67%	99.66%	99.74%
London Buses validation	99.57%	99.63%	99.70%	99.74%
National Rail	99.91%	99.93%	99.94%	99.96%
DLR	99.89%	99.88%	99.91%	99.94%
Tramlink	99.91%	99.95%	99.94%	99.99%
River Services	99.96%	99.90%	99.97%	99.94%

Notes
- The periods refer to the TfL financial accounting periods for 2020/21. Period 1 started on 1st April 2020.
- 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.