

## TfL Revenue Collection System Performance- Quarter 1 2022/23

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.

	<b>Period 1</b> (01/04/2022-30/04/2022)	<b>Period 2</b> (01/05/2022-28/05/2022)	<b>Period 3</b> (29/05/2022-25/06/2022)
<b>Sales channels- availability</b>			
Web services- Oyster online	100.00%	100.00%	100.00%
Web services- Contactless	100.00%	100.00%	100.00%
London Underground Retailing	98.60%	98.41%	98.38%
Oyster Ticket Stops	99.94%	99.95%	99.96%
<b>Back office supporting systems</b>			
FAE- Fares + Aggregation Engine	100.00%	100.00%	100.00%
PARE- Payment and Risk Engine	100.00%	100.00%	100.00%

	<b>Period 1</b> (01/04/2022-30/04/2022)	<b>Period 2</b> (01/05/2022-28/05/2022)	<b>Period 3</b> (29/05/2022-25/06/2022)
<b>Validation- availability</b>			
London Underground (LU)-validation/gates	99.28%	99.32%	99.27%
LU Overall availability	99.24%	99.22%	99.19%
London Buses validation	99.71%	99.67%	99.66%
National Rail	99.92%	99.91%	99.88%
DLR	99.74%	99.77%	99.78%
Tramlink	99.82%	99.74%	99.79%
River Services	99.90%	99.96%	99.96%

### Notes

- The periods refer to the TfL financial four weekly accounting periods for 2022/23. Period 1 started on 1<sup>st</sup> April 2022.
- Contactless- payment for travel using a contactless credit, debit or charge card issued by a bank. Refunds are corrections, made before the customer is charged.