

## TfL Revenue Collection System Performance- Quarter 2 2023/24

The tables below show the availability of ticket machines, gates and card readers at the point of purchase or at the point of travel. Supporting systems are also shown.

	<b>Period 4</b> (25/06/23 – 22/07/23)	<b>Period 5</b> (23/07/23 – 19/08/23)	<b>Period 6</b> (20/08/23 – 16/09/23)
<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	97.02%	97.16%	97.50%
Oyster Ticket Stops	99.91%	99.94%	99.92%
<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 4</b> (25/06/23 – 22/07/23)	<b>Period 5</b> (23/07/23 – 19/08/23)	<b>Period 6</b> (20/08/23 – 16/09/23)
<b>Validation- availability</b>			
London Underground (LU)- validation/gates	99.10%	99.25%	99.28%
LU Overall availability	98.78%	98.95%	99.03%
London Buses validation	99.66%	99.67%	99.62%
National Rail	99.82%	99.81%	99.83%
DLR	99.56%	99.61%	99.51%
Tramlink	99.66%	99.53%	99.11%
River Services	99.86%	99.96%	99.94%

The periods refer to the TfL financial four weekly accounting periods for 2023/24. Period 1 started on 1<sup>st</sup> April 2023.