

TfL Revenue Collection System Performance- Quarter 3 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.

	Period 7 (17/09/23 – 14/10/23)	Period 8 (15/10/23 – 11/11/23)	Period 9 (12/11/23 – 09/12/23)	Period 10 (10/12/23 – 06/01/24)
Sales channels- availability				
London Underground Retailing	96.73%	96.76%	96.77%	98.04%
Oyster Ticket Stops	99.91%	99.92%	99.92%	99.91%
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%

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Validation- availability				
London Underground (LU)- validation/gates	99.23%	99.29%	98.87%	99.38%
LU Overall availability	98.85%	98.90%	98.62%	99.20%
London Buses validation	99.59%	99.72%	99.73%	99.79%
National Rail	99.89%	99.87%	99.86%	99.87%
DLR	99.55%	99.45%	99.57%	99.55%
Tramlink	99.61%	99.62%	99.52%	99.49%
River Services	99.95%	99.87%	99.84%	99.93%

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