

TfL Ticket System Performance

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. The number of automated refunds proactively processed and self-serve Oyster sales are also included.

Period 7, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability	98.01%	London Underground	98.92%	Autofill refunds processed- Oyster	109,881
Oyster		Validation/gates		Autofill journeys corrected- CPC	98,910
Contactless	98.07%	London Underground	98.37%	Other Service desk refunds	282,912
Self serve Oyster card purchase at London Underground stations	383,702 cards	overall availability		processed- Oyster	
		London Buses		Other journeys corrected (CPC),	44,244
		validation	99.70%	Self service refunds claimed (Sept)	12,718
London Underground Retailing availability	96.88%	National Rail	99.78%	Service delay refunds claimed	7,013
		DLR	99.49%		
Oyster Ticket Stops availability	99.94%	Tramlink	99.79%		
		River Services	99.90%		

Period 8, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability	97.56%	London Underground	99.01%	Autofill refunds processed- Oyster	162,037
Oyster online		Validation/gates		Autofill journeys corrected- CPC	101,480
Contactless	99.83%	London Underground	98.52%	Other Service desk refunds	262,339
Self serve Oyster card purchase at London Underground stations	377,829 cards	overall availability		processed- Oyster	
		London Buses		Other journeys corrected (CPC),	47,487
		validation	99.62%	Self service refunds claimed (Oct)	14,704
London Underground Retailing availability	97.12%	National Rail	99.92%	Service delay refunds claimed	29,875
		DLR	99.89%		

Period 8, 2015/16				
Oyster Ticket Stops availability	99.79%	Tramlink	99.85%	
		River Services	99.55%	

Period 9, 2015/16					
Sales channels		Validation		Refunds (journey numbers)	
Web availability	99.40%	London Underground	98.87%	Autofill refunds processed- Oyster	153,973
Oyster online		Validation/gates		Autofill journeys corrected- CPC	103,582
Contactless	99.98%	London Underground	98.26%	Other Service desk refunds processed- Oyster	173,179
Self serve Oyster card purchase at London Underground stations	351,968 cards	overall availability		Other journeys corrected (CPC),	43,296
		London Buses validation	99.29%	Self service refunds claimed (Nov)	11,682
London Underground Retailing availability	96.60%	National Rail	99.85%	Service delay refunds claimed	12,734
		DLR	99.36%		
Oyster Ticket Stops availability	99.68%	Tramlink	99.85%		
		River Services	98.99%		

Notes

- The periods refer to the TfL financial accounting periods for 2015/16. Period 1 started on 1st April 2015 and each period lasts 28 days.
- CPC- payment for travel using a contactless credit, debit or charge card issued by a bank. Refunds in these case are made before the customer is charged..