

TfL Ticket System Performance

The tables below show the availability of ticket machines, gates and yellow card readers at the point of Travelcard and pay as you go purchase or at the point of travel.

Period 3, 2014/15							
London Underground		National Rail, Tram and DLR		London Buses		Sales Service	
Overall availability	98.92%	Overall availability	99.92%	Overall availability	99.11%	Oyster ticket stops availability	99.94%
Zone 1	98.90%	DLR availability	99.57%	Bus reader card acceptance	98.75%	Travel Information Centres availability	99.82%
Non-Zone 1	98.91%	Tram availability	99.81%				
Oyster reader (RTD)	99.94%	Primary events (no.)	2	Contactless payment card use	0.90%	Revenue Apportionment- unallocated PAYG revenue (of £124.6m)	£4.70
Oyster cards sold at AFMs or MFMs	36.1%	Average primary event downtime (hours: minutes)	2:30				

Period 2, 2014/15							
London Underground		National Rail, Tram and DLR		London Buses		Sales Service	
Overall availability	99.02%	Overall availability	99.91%	Overall availability	99.10%	Oyster ticket stops availability	99.92%
Zone 1	98.96%	DLR availability	99.64%	Bus reader card acceptance	99.85%	Travel Information Centres availability	98.80%
Non-Zone 1	99.05%	Tram availability	99.87%				
Oyster reader (RTD)	99.92%	Primary events (no.)	3	Contactless payment card use	0.87%	Revenue Apportionment- unallocated PAYG revenue (of £119.4m)	£14.80
Oyster cards sold at AFMs	36.2%	Average primary event downtime (hours: minutes)	2:20				

Period 1, 2014/15							
London Underground		National Rail, Tram and DLR		London Buses		Sales Service	
Overall availability	98.87%	Overall availability	99.91%	Overall availability	99.10%	Oyster ticket stops availability	99.92%
Zone 1	98.84%	DLR availability	99.86%	Bus reader card acceptance	99.80%	Travel Information Centres availability	98.17%
Non-Zone 1	98.89%	Tram availability	99.89%				
Oyster reader (RTD)	99.91%	Primary events (no.)	4				
Oyster cards sold at AFMs	34.8%	Average primary event downtime (hours: minutes)	4:30	Contactless payment card use	0.80%	Revenue Apportionment- unallocated PAYG revenue (of £110.3m)	£338.65

Notes

- The periods refer to the TfL financial accounting periods for 2013/14. Period 1 starts on 1st April 2013 and each period lasts 28 days.
- AFMs – Advanced Fare Machines are self service machines at stations.
- Primary Events – A primary event on a National Rail station is where two or more validators in a ‘validation zone’ (usually one entrance or platform) are not working fully.
- Revenue Apportionment – All pay as you go revenue is allocated to either TfL or the relevant Train Operating Company. Unallocated revenue is where it cannot be allocated to either, and the main reason is where test machines not in public service have been used.