TfL Ticket System Performance

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

Period 13, 2013/14							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	99.02%	Overall availability	99.93%	Overall availability	99.04%	Oyster ticket stops availability	99.93%
Zone 1	98.97%	DLR availability	99.86%	Bus reader card acceptance	98.65%	Travel Information Centres availability	99.36%
Non-Zone 1	99.04%	Tram availability	99.78%				
Oyster reader (RTD)	99.99%	Primary events (no.)	6			**Revenue Apportionment-** unallocated PAYG revenue (of £126.3m)	£311.90
Oyster cards sold at AFMs	34.0%	Average primary event downtime (hours: minutes)	2:09	Contactless payment card use	0.72%		

Period 12, 2013/14							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	99.05%	Overall availability	99.84%	Overall availability	99.07%	Oyster ticket stops availability	99.92%
Zone 1	99.03%	DLR availability	99.96%	Bus reader card acceptance	98.67%	Travel Information Centres availability	99.72%
Non-Zone 1	99.08%	Tram availability	99.89%				
Oyster reader (RTD)	99.99%	Primary events (no.)	4			**Revenue Apportionment-** unallocated PAYG revenue (of £116.9m)	£5.10
Oyster cards sold at AFMs	31.9%	Average primary event downtime (hours: minutes)	3:30	Contactless payment card use	0.69%		

Period 11, 2013/14							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	99.09%	Overall availability	99.89%	Overall availability	98.97%	Oyster ticket stops availability	99.94%
Zone 1	99.06%	DLR availability	99.85%	Bus reader card acceptance	98.88%	Travel Information Centres availability	99.80%
Non-Zone 1	99.14%	Tram availability	99.93%				
Oyster reader (RTD)	99.99%	Primary events (no.)	5			**Revenue Apportionment-** unallocated PAYG revenue (of £116.7m)	£343.35
Oyster cards sold at AFMs	31.9%	Average primary event downtime (hours: minutes)	2:40	Contactless payment card use	0.63%		

Period 10, 2013/14							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	99.05%	Overall availability	99.93%	Overall availability	99.05%	Oyster ticket stops availability	99.94%
Zone 1	99.03%	DLR availability	99.90%	Bus reader card acceptance	99.79%	Travel Information Centres availability	99.79%
Non-Zone 1	99.10%	Tram availability	99.95%				
Oyster reader (RTD)	99.99%	Primary events (no.)	8			**Revenue Apportionment-** unallocated PAYG revenue (of £102.1m)	£35.50
Oyster cards sold at AFMs	34.9%	Average primary event downtime (hours: minutes)	3:15	Contactless payment card use	0.91%		

Notes

- The periods refer to the TfL financial accounting periods for 2013/14. Period 1 starts on 1st April 2013 and each period is 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 services or those of the Train Operating Companies. 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.
- This information will be updated regularly.