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 6, 2014/15							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	98.84%	Overall availability	99.91%	Overall availability	99.23%	Oyster Ticket Stop availability	99.94%
Zone 1	98.69%	DLR availability	99.86%	Bus reader card acceptance	99.74%	Travel Information Centre availability	99.24%
Non-Zone 1	98.94%	Tram availability	99.72%				
Oyster reader (RTD)	99.93%	Primary events (no.)	4				
Oyster cards sold at ticket machines (self serve)	44.2%	Average primary event downtime (hours: minutes)	4:45	Contactless payment card use	1.18%	**Revenue Apportionment-** unallocated PAYG revenue (of £121.4m)	£71.20

Period 5, 2014/15							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	98.75%	Overall availability	99.83%	Overall availability	99.16%	Oyster Ticket Stop availability	99.91%
Zone 1	98.61%	DLR availability	99.67%	Bus reader card acceptance	99.75%	Travel Information Centre availability	98.25%
Non-Zone 1	98.83%	Tram availability	99.23%				
Oyster reader (RTD)	99.99%	Primary events (no.)	13				
Oyster cards sold at ticket machines (self serve)	42.5%	Average primary event downtime (hours: minutes)	4:04	Contactless payment card use	1.11%	**Revenue Apportionment-** unallocated PAYG revenue (of £122.8m)	£1.30

Period 4, 2014/15							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	98.80%	Overall availability	99.70%	Overall availability	99.11%	Oyster Ticket Stop availability	99.91%
Zone 1	98.59%	DLR availability	99.59%	Bus reader card acceptance	99.84%	Travel Information Centre availability	99.74%
Non-Zone 1	98.92%	Tram availability	99.61%				
Oyster reader (RTD)	99.91%	Primary events (no.)	7				
Oyster cards sold at ticket machines (self serve)	41.2%	Average primary event downtime (hours: minutes)	4:25	Contactless payment card use	0.90%	**Revenue Apportionment-** unallocated PAYG revenue (of £129.9m)	£84.70

Notes

- The periods refer to the TfL financial accounting periods for 2014/15. Period 1 started on 1st April 2014 and each period lasts 28 days.
- 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.