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. From period 8, the number of automated refunds processed is included.

Period 9, 2014/15					
Sales channels		**Validation**		**Refunds (journey numbers)- November**	
Self serve Oyster card purchase at London Underground stations	44.4% (182.818 cards)	London Underground readers	99.90%	Autofill refunds processed (Oyster)	242,125
		London Underground overall	98.74%		
Oyster Ticket Stops availability	99.91%	London Buses overall availability	99.18%	Other Service desk refunds processed	179,911
		National Rail	99.97%	Autofill journeys corrected (CPC)	tbc
Travel Information Centres	98.31%	DLR	99.87%	Self service refunds claimed	16,323
		Tramlink	99.61%	Service delay refunds claimed (successful)	8,612
		Emirates	99.42%		

Period 8, 2014/15					
Sales channels		**Validation**		**Refunds (journey numbers)- October**	
Self serve Oyster card purchase at London Underground stations	45.3% (208,692 cards)	London Underground readers	99.99%	Autofill refunds processed (Oyster)	241,343
		London Underground overall	99.85%		
Oyster Ticket Stops availability	99.94%	London Buses overall availability	99.17%	Other Service desk refunds processed	172,342
		National Rail	99.98%	Autofill journeys corrected (CPC)	16,364
Travel Information Centres	98.47%	DLR	99.80%	Self service refunds claimed	14,876
		Tramlink	99.47%	Service delay refunds claimed (successful)	8,644
		Emirates	99.66%		

Period 7, 2014/15							
London Underground		**National Rail, Tram and DLR**		**London Buses**		**Sales Service**	
Overall availability	98.82%	Overall availability	99.89%	Overall availability	99.23%	Oyster ticket stops availability	99.92%
Zone 1	98.75%	DLR availability	99.82%	Bus reader card acceptance	99.73%	Travel Information Centres availability	98.74%
Non-Zone 1	98.94%	Tram availability	99.45%				
Oyster reader (RTD)	99.92%	Primary events (no.)	5				
Oyster cards sold at AFMs or MFMs (self serve)	44.4%	Average primary event downtime (hours: minutes)	4:40			**Revenue Apportionment-** unallocated PAYG revenue (of £132.6m)	£103.80 (test journeys)

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.