

Passenger Operated Machine (POM) Availability Index (PAI)

What is PAI?

The POM Availability Index (PAI) is a weighted average performance measure of ticket vending machines at a station. Functionality faults are weighted to reflect the impact that this failure typically has on customers. For example, if there is a "Bank Card Reader Fault", we count 70% of the minutes while the fault persists as degraded service because approximately 70% of our customers use bank cards to pay for travel. Similarly, if there is a "Ticket Handling Unit Fault", we count 30% of those minutes while the fault persists as degraded service because around 30% of transactions involved paper tickets.

After the weighted performance of each ticket machine type is calculated, we then weight each station by its mix of machines. For example, if a station has one MFM and one AFM, they are weighted as 60/40 as the MFM takes more payments types.

Comments

While performance varies from station to station, the PAI for P7 2016 (average 93.1) is only marginally down compared to P3 2015 (average 93.8)

There remain some reporting issues, but the faults affected are relatively infrequent and minor in impact. As such, this PAI data is deemed to be a reasonable reflection of performance.

The slight decline in performance is mostly related to smart card dispenser (SCD) and bank note recycler (BNR) faults. These are new components introduced to provide customers with greater functionality, but any fault associated with them is obviously incremental. The reliability of these components is improving as our experience of them increases.

Ticket machines are also being used more since the closure of ticket offices. A small decrease in reliability as a result of higher usage is to be expected.

Overall performance remains close to target, but work continues to improve reliability and introduce greater resilience where

Station	P3 2015	P7 2016	Target
Acton Town Station	93.47	93.14	95.50
Aldgate East Station	92.09	87.70	94.00
Aldgate Station	97.60	94.09	92.25
Alperton Station	97.64	95.35	96.25
Amersham Station	96.38	96.15	96.00
Angel Station	92.86	92.84	95.25

Station	P3 2015	P7 2016	Target
Archway Station	93.19	92.93	93.75
Arnos Grove Station	96.97	97.22	96.50
Arsenal Station	95.56	91.08	94.50
Baker Street Station	90.47	84.42	92.00
Balham Station	94.86	92.32	93.75
Bank/Monument Station	93.26	92.81	92.00
Barbican Station	90.60	91.65	95.00
Barkingside Station	93.05	96.02	97.00
Barons Court Station	98.58	94.86	96.75
Bayswater Station	95.79	97.02	93.50
Becontree Station	92.70	97.49	94.25
Belsize Park Station	94.66	92.52	95.75
Bermondsey Station	90.83	77.68	92.00
Bethnal Green Station	93.73	95.78	94.25
Blackfriars Station	93.16	84.49	96.25
Blackhorse Road Station	96.06	95.62	93.50
Bond Street Station	91.01	91.40	94.50
Borough Station	90.92	92.04	95.50
Boston Manor Station	96.78	98.55	95.00
Bounds Green Station	94.34	96.20	95.25
Bow Road Station	95.43	95.00	95.25
Brent Cross Station	97.74	94.67	95.75
Brixton Station	92.49	92.21	92.25
Bromley By Bow Station	97.32	94.42	93.75
Buckhurst Hill Station	96.87	93.84	93.50
Burnt Oak Station	95.34	91.06	93.25
Caledonian Road Station	95.00	90.77	93.00
Camden Town Station	84.51	94.49	94.00
Canada Water Station	92.84	89.13	92.00
Canary Wharf Station	89.91	83.56	92.00
Canning Town Station	90.68	91.26	92.00

Station	P3 2015	P7 2016	Target
Cannon Street Station	98.04	89.45	92.00
Canons Park Station	97.84	95.53	96.00
Chalfont & Latimer Station	99.22	96.68	97.50
Chalk Farm Station	95.61	92.94	94.50
Chancery Lane Station	97.04	93.58	94.25
Charing Cross Station	91.66	83.25	92.00
Chesham Station	95.64	95.71	96.50
Chigwell Station	95.51	97.55	98.00
Chiswick Park Station	99.27	96.78	96.00
Chorleywood Station	98.92	97.68	97.75
Clapham Common Station	93.54	93.47	96.00
Clapham North Station	94.24	91.10	94.75
Clapham South Station	96.45	93.23	94.25
Cockfosters Station	96.85	97.03	94.75
Colindale Station	89.85	89.56	95.75
Colliers Wood Station	84.83	95.50	92.00
Covent Garden Station	98.37	93.10	92.00
Croxley Station	99.45	95.73	98.00
Dagenham East Station	96.88	96.24	96.00
Dagenham Heathway Station	95.16	92.29	94.75
Debden Station	98.48	97.24	96.00
Dollis Hill Station	94.80	93.95	95.25
Ealing Common Station	95.92	97.52	98.00
Earl's Court Station	91.01	93.13	93.00
East Acton Station	96.91	83.62	96.75
East Finchley Station	96.25	90.54	96.75
East Ham Station	96.18	93.29	93.75
East Putney Station	96.28	94.75	97.50
Eastcote Station	95.00	90.83	97.50
Edgware Road Station (B'Loo)	87.93	92.03	93.50
Edgware Road Station (H&C)	95.18	88.38	92.00

Station	P3 2015	P7 2016	Target
Edgware Station	92.76	92.99	95.25
Elephant & Castle Station	91.39	93.29	93.25
Elm Park Station	97.86	89.98	95.50
Embankment Station	88.41	91.53	92.00
Epping Station	95.32	96.00	95.75
Euston Square Station	92.06	87.09	92.00
Euston Station	94.97	89.84	94.25
Fairlop Station	95.96	99.39	96.50
Farringdon Station	93.47	95.22	94.25
Finchley Central Station	87.82	98.41	95.75
Finchley Road Station	91.79	89.37	94.75
Finsbury Park Station	72.75	83.34	94.75
Fulham Broadway Station	91.52	87.82	93.75
Gants Hill Station	92.92	96.59	95.75
Gloucester Road Station	86.15	91.92	94.50
Golders Green Station	92.60	91.68	92.00
Goldhawk Road Station	98.57	96.00	93.50
Goodge Street Station	96.31	95.41	93.00
Grange Hill Station	97.73	95.14	97.00
Great Portland Street Station	93.21	86.86	93.00
Green Park Station	91.65	92.92	93.50
Greenford Station	95.91	94.51	95.75
Hainault Station	91.64	94.72	96.75
Hammersmith Station	95.17	94.73	95.00
Hammersmith Station (H&C)	96.08	91.29	95.50
Hampstead Station	94.40	95.96	93.00
Hanger Lane Station	94.54	97.22	96.00
Harrow On The Hill Station	95.67	91.47	92.25
Hatton Cross Station	89.65	93.11	96.50
Heathrow T4 Station	89.84	93.92	94.00
Heathrow 123 Station	91.38	90.76	92.00

Station	P3 2015	P7 2016	Target
Hendon Central Station	93.65	95.01	95.00
High Barnet Station	92.72	94.34	96.50
High Street Kensington Station	89.72	93.76	93.50
Highbury & Islington Station	87.41	90.06	92.00
Highgate Station	96.21	94.38	96.00
Hillingdon Station	94.65	98.60	98.00
Holborn Station	91.90	82.37	94.00
Holland Park Station	97.88	92.44	94.25
Holloway Road Station	94.61	91.26	96.25
Hornchurch Station	98.89	95.41	96.25
Hounslow Central Station	96.17	94.50	97.75
Hounslow East Station	96.11	94.78	96.00
Hounslow West Station	96.43	97.06	95.75
Hyde Park Corner Station	92.65	92.54	93.75
Ickenham Station	98.02	94.15	97.50
Kennington Station	95.55	89.57	94.75
Kentish Town Station	93.37	93.71	92.75
Kilburn Park Station	92.24	97.56	94.75
Kilburn Station	94.34	90.53	95.50
Kings Cross Station	86.94	89.98	92.00
Kingsbury Station	96.08	93.69	92.25
Knightsbridge Station	92.41	89.48	92.25
Ladbroke Grove Station	93.16	92.89	92.00
Lambeth North Station	93.62	N/A	92.00
Lancaster Gate Station	88.88	92.75	92.75
Latimer Road Station	96.98	93.83	96.50
Leicester Square Station	80.45	95.81	92.00
Leyton Station	89.40	90.92	94.25
Leytonstone Station	94.59	92.68	95.50
Liverpool Street Station	91.23	91.79	92.00
London Bridge Station	84.20	92.51	92.00

Station	P3 2015	P7 2016	Target
Loughton Station	94.79	93.68	95.75
Maida Vale Station	95.95	96.32	95.75
Manor House Station	94.02	93.18	96.25
Mansion House Station	92.65	97.30	97.25
Marble Arch Station	88.92	75.00	92.25
Marylebone Station	94.97	92.58	92.00
Mile End Station	92.78	87.24	93.00
Mill Hill East Station	99.08	95.51	98.00
Moor Park Station	98.99	98.04	97.50
Moorgate Station	96.11	90.64	96.50
Morden Station	95.38	90.61	95.50
Mornington Crescent Station	94.08	95.78	93.50
Neasden Station	98.04	94.14	95.00
Newbury Park Station	95.39	93.80	95.00
North Acton Station	96.29	93.92	96.00
North Ealing Station	92.79	99.09	98.00
North Greenwich Station	94.69	89.80	92.25
North Harrow Station	97.37	96.12	96.00
Northfields Station	97.60	89.55	96.25
Northolt Station	94.81	94.16	96.50
Northwick Park Station	89.63	94.63	96.00
Northwood Hills Station	98.27	96.28	97.50
Northwood Station	92.46	95.54	97.50
Notting Hill Gate Station	92.91	89.82	94.25
Oakwood Station	96.34	92.06	96.00
Old Street Station	90.39	92.73	92.00
Osterley Station	94.19	99.18	97.00
Oval Station	85.70	91.38	94.75
Oxford Circus Station	90.57	89.78	93.00
Paddington Station	85.09	90.84	92.00
Paddington - Suburban Station	89.90	94.21	92.00

Station	P3 2015	P7 2016	Target
Park Royal Station	98.40	91.31	98.00
Parsons Green Station	96.81	97.47	96.25
Perivale Station	97.15	96.18	93.00
Piccadilly Circus Station	93.90	95.38	93.00
Pimlico Station	93.69	97.79	92.25
Pinner Station	96.73	94.91	97.25
Plaistow Station	95.30	85.13	96.50
Preston Road Station	93.25	97.07	95.75
Putney Bridge Station	80.94	95.05	97.25
Queensbury Station	97.58	95.58	97.25
Queensway Station	90.07	93.76	92.00
Ravenscourt Park Station	98.57	96.33	97.25
Rayners Lane Station	96.35	92.81	96.75
Redbridge Station	98.14	97.48	96.50
Regents Park Station	82.50	93.39	92.50
Rickmansworth Station	98.88	98.67	97.75
Roding Valley Station	99.16	93.40	95.75
Royal Oak Station	97.41	96.63	95.75
Ruislip Gardens Station	97.69	96.15	97.75
Ruislip Manor Station	97.38	95.62	97.75
Ruislip Station	98.77	93.85	94.00
Russell Square Station	91.84	93.37	96.00
Seven Sisters Station	94.18	92.48	92.75
Shepherds Bush (Cen) Station	86.53	92.53	92.00
Shepherds Bush Market Station	93.70	95.82	95.25
Sloane Square Station	92.60	90.79	92.00
Snaresbrook Station	98.19	95.11	98.00
South Ealing Station	96.95	97.57	96.50
South Harrow Station	95.27	94.70	96.50
South Kensington Station	90.02	95.62	95.25
South Ruislip Station	98.07	95.37	95.75

Station	P3 2015	P7 2016	Target
South Wimbledon Station	95.01	92.24	92.50
South Woodford Station	96.06	92.96	93.25
Southfields Station	97.39	97.72	96.00
Southgate Station	93.94	93.69	95.25
Southwark Station	89.07	90.34	95.25
St James's Park Station	91.55	89.56	93.50
St Johns Wood Station	92.38	86.55	93.75
St Paul's Station	91.34	89.05	94.00
Stamford Brook Station	97.21	96.26	96.00
Stanmore Station	95.82	97.12	96.00
Stepney Green Station	91.55	75.70	95.50
Stockwell Station	91.02	90.14	95.25
Stratford Station	83.09	90.51	92.00
Sudbury Hill Station	96.17	94.30	96.50
Sudbury Town Station	98.51	96.86	97.25
Swiss Cottage Station	93.32	90.18	94.75
Temple Station	98.19	92.67	94.25
Theydon Bois Station	96.89	94.03	96.25
Tooting Bec Station	92.53	95.10	95.25
Tooting Broadway Station	90.66	89.15	95.75
Tottenham Court Road Station	94.39	92.77	92.00
Tottenham Hale Station	83.39	89.22	92.25
Totteridge & Whetstone Station	99.07	95.40	96.75
Tower Hill Station	91.03	92.00	93.50
Tufnell Park Station	79.00	84.24	95.00
Turnham Green Station	90.73	97.68	95.00
Turnpike Lane Station	95.02	95.44	95.00
Upminster Bridge Station	99.39	96.17	97.25
Upney Station	94.77	96.77	96.25
Upton Park Station	91.76	92.00	95.00
Uxbridge Station	91.73	92.24	93.25

Station	P3 2015	P7 2016	Target
Vauxhall Station	93.71	92.10	92.00
Victoria Station	92.09	89.54	92.00
Walthamstow Central Station	93.14	92.97	92.00
Wanstead Station	92.54	97.75	96.50
Warren Street Station	96.33	90.94	92.50
Warwick Avenue Station	84.23	96.62	94.75
Waterloo Station	91.61	89.95	92.00
Watford Station	94.68	95.82	96.75
Wembley Park Station	92.38	92.51	95.25
West Acton Station	97.31	93.10	96.00
West Brompton Station	95.03	93.94	94.75
West Finchley Station	97.67	95.38	98.00
West Ham Station	90.46	86.18	92.50
West Hampstead Station	95.62	92.31	94.00
West Harrow Station	98.59	96.80	98.00
West Kensington Station	93.50	95.72	94.50
West Ruislip Station	98.70	93.17	97.50
Westbourne Park Station	97.64	96.17	95.00
Westminster Station	92.97	89.88	92.50
White City Station	94.91	89.50	95.25
Whitechapel Station	92.65	89.20	92.75
Willesden Green Station	93.72	95.06	93.50
Wimbledon Park Station	95.79	94.60	96.00
Wood Green Station	89.58	90.81	92.00
Wood Lane Station	93.00	98.07	92.75
Woodford Station	96.59	88.72	94.25
Woodside Park Station	97.68	97.12	96.25
Average	93.81	93.06	94.77