

District line

Service Status MINOR DELAYS				
FACTORS	Trains between Earl's Court - Barking		Trains between E Court - E Broadway/Rich/Wimb and Barking - Upminster	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal or 2x consecutive cancellations	2x normal or 2x consecutive cancellations
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75-85%	Between 70-85%	Between 75-85%	Between 70-85%

Service Status SEVERE DELAYS				
FACTORS	Trains between Earl's Court - Barking		Trains between E Court - E Broadway/Rich/Wimb and Barking - Upminster	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20mins	3x normal or there are >3 consecutive cancellations	3x normal or there are >3 consecutive cancellations
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform
Stoppage / Sit Down	>10 mins	>15 mins	Between 15 - 20 mins	Between 15 - 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

Service Status SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

Service Status INITIAL SERVICE ALERT	
ISA	May be issued where stoppage anticipated to last 5 mins or less 5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

NOTES: CORE TIMES are weekdays between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Jubilee line

Where advertised, delays will be limited to the following sections where possible: Stanmore - Wembley Park | Wembley Park - Green Park | Green Park - North Greenwich | North Greenwich - Stratford

Peak times: 0700 - 0930 and 1630 - 1900, Monday - Friday or other time with major event on line, Night Tube: 0045 - 0515 Friday nights, 0045 - 0645 Saturday nights, Off-Peak: all other times

For incidents which cause the train service to stop

	Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Length of stoppage	5 mins or less	Between six and ten minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes
	Off-Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Length of stoppage	8 mins or less	Between 8 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes

For incidents which cause the train service to move more slowly than usual (track failure, defective train in RM, etc.)

	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
NORMAL OPERATIONS	Up to twice scheduled journey time	Twice the scheduled journey time	Three times the scheduled journey time	Consider if over four times or more than scheduled journey time
Increase in journey time between stations*				

* When a failure occurs, determine the increase in journey time by using Trackmet to determine the journey time. The train should be tracked from the point where it departs the station two stations before the failure until it arrives at the second station after the failure. Compare this to the parameters above to determine the delays. (E.g. for a failure at Baker Street: measure journey time from Swiss Cottage - Green Park)

Gaps in service - may be a result of fewer trains in service or because the controller is turning trains short, there may be extended intervals on a particular section of the line


	Peak Times		Off Peak Times	
	Minor Delays	Severe Delays	Minor Delays	Severe Delays
Headway	5 - 10 minutes	Greater than 10 minutes	9 - 15 minutes	Greater than 15 mins

Initial Service Alert

May be issued where stoppage anticipated to last 5 mins or less

5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
 Train(s) at a stand	Trains at a stand for over 20 minutes	Trains at a stand for over 30 minutes	Trains at a stand for over 40 minutes
Gap in service	Gap in service over 20 mins	Gap in service over 30 mins	Gap in service over 40 mins
Cancellation(s) - Full or part	2 consecutive trains cancelled	3 consecutive trains cancelled	4 consecutive trains cancelled

Where a delay is declared, the line status must be reviewed no less than every fifteen minutes.

Victoria line

Core times: 0700 - 0930 and 1630 - 1900 weekdays, Night Tube: 0045 - 0515 Friday night / 0045 - 0645 Saturday night, Other times - all other times

Service Status MINOR DELAYS

	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway
Stoppage / Sit Down	Up to 5 mins	Up to 10 mins
% of Scheduled Trains In Service	Between 75-85%	Between 70-85%

Service Status SEVERE DELAYS

	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins
% of Scheduled Trains In Service	<75%	<70%

Service Status SUSPENDED OR PART SUSPENDED

At all times
Declared when no movement of trains for 15 minutes


Service Status GOOD SERVICE

At all times
Declared when none of the factors are affected

Service Status INITIAL SERVICE ALERT

At all times
May be issued where stoppage anticipated to last 5 mins or less
5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
 Train(s) at a stand	Trains at a stand for over 20 minutes	Trains at a stand for over 30 minutes	Trains at a stand for over 40 minutes
Gap in service	Gap in service over 20 mins	Gap in service over 30 mins	Gap in service over 40 mins
Cancellation(s) - Full or part	2 consecutive trains cancelled	3 consecutive trains cancelled	4 consecutive trains cancelled

Where a delay is declared, the line status must be reviewed no less than every 15 minutes