

Elizabeth line										
Service Status	MINOR DELAYS		MINOR DELAYS		MINOR DELAYS		MINOR DELAYS		MINOR DELAYS	
FACTORS	Whitechapel - Paddington		Whitechapel - Shenfield / Abbey Wood		Paddington - Hayes and Harlington		Hayes and Harlington - Heathrow		Hayes and Harlington - Reading	
	Core Times (20tph+)	Off Peak (16tph)	Core Times (12tph)	Off Peak	Core Times (12tph)	Off Peak	All day (6tph)	Core Times	Off Peak	
Headways / Cancellations	4x normal headway		3x normal headways		3x normal headway		2x normal headways		3x normal headways	
Stoppage / Sit Down	8 - 10 mins	11 - 14 mins	15 - 19 mins	20 - 29 mins	15 - 19 minutes	19 - 25 minutes	20 - 30 mins		25 - 35 mins	30 - 45 mins
Service Status	SEVERE DELAYS		SEVERE DELAYS		SEVERE DELAYS		SEVERE DELAYS		SEVERE DELAYS	
FACTORS	Whitechapel - Paddington		Whitechapel - Shenfield / Abbey Wood		Paddington - Hayes and Harlington		Trains to Heathrow		Hayes and Harlington - Reading	
	Core Times (20tph+)	Off Peak (16tph)	Core Times (12 tph)	Off Peak	Core Times (12tph)	Off Peak	All day (6tph)	Core Times	Off Peak	
Headways / Cancellations	5x normal headway		4 x normal headways		4 x normal headways		3x normal headways		4x normal headways	4x normal headways
Stoppage / Sit Down	10+ mins	15+ mins	20+ mins	30+ mins	20+ mins	25+ mins	30+ mins		35+ mins	45+ mins
Service Status	PART SUSPENDED		PART SUSPENDED		PART SUSPENDED		PART SUSPENDED		PART SUSPENDED	
FACTORS	Declared when no movement of trains for 20 mins or more between two locations		Declared when no movement of trains for 30 mins or more between two locations		Declared when no movement of trains for 30 mins or more between two locations		Declared when no movement of trains for 40 mins or more between two locations		Declared when no movement of trains for more than 45/60 mins between two locations	
Service Status	SUSPENDED									
FACTORS	No movement of any trains on whole line									
Service Status	GOOD SERVICE									
FACTORS	Declared when none of the factors above are affected									

Principles to guide decision making:

**Minor Delays:** This implies customers will be able to get a service but will need to wait longer

**Severe Delays:** This implies that customers should seek an alternative route

The service status for the **Heathrow branch** should be given particular consideration to ensure customers are well informed who may be catching flights

There are many alternative routes between Hayes/Heathrow and Ilford/Abbey Wood and fewer on Outer routes where people will be willing to wait longer

Base the service status decision on gaps in service, **not** the lateness of trains

Return to a good service at the **earliest opportunity** - no need to wait for all headways to be even and right time running

Consider what **time of day** is it (peak, off-peak, late night, weekend), if any **events** are running (e.g. Excel / London Stadium), and the **weather** (normal or very hot, snow / wet etc.)

		<b>Heathrow</b>	<b>Ealing Broadway</b>	<b>Burnham</b>	<b>Bond Street</b>	<b>Canary Wharf</b>	<b>Stratford</b>	<b>Brentwood</b>
	<b>Normal Peak headway</b>	10 min	5 min	10 min	2.5 min	5 mins	5 mins	5 mins
	<b>Normal Off peak headway</b>	10 min	6 min	15 min	3.75 min	7.5 mins	7.5 mins	7.5 mins
<b>Current matrix</b>	<b>Minor delays</b>	20 min wait	10 - 12 mins	20 - 30 min wait	8-12 min wait	10-15 mins wait	10-15 mins wait	10-15 mins wait
	<b>Severe delays</b>	30 min wait	15-18 mins	30 - 45 min wait	10-15 min wait	15-22.5 mins wait	15-22.5 mins wait	15-22.5 mins wait
<b>Proposed enhancements (+1 additional headway)</b>	<b>Minor delays</b>	30 min wait	15 - 18 mins	30 - 45 min wait	10 - 15 min wait	15 - 22 min wait	15 - 22 min wait	15 - 22 min wait
	<b>Severe delays</b>	40 min wait	20 - 24 mins	45 - 60 min wait	12 - 19 min wait	20 - 30 min wait	20 - 30 min wait	20 - 30 min wait