



DAILY NETWORK PERFORMANCE REPORT

Monday, 16th October, 2017

Period 8 Week 1 Day 2

SENIOR OPERATING OFFICER SUMMARY

There were four significant incidents on the network which resulted in disruption to our customers. Late surrender of engineering hours protection at Moorgate and Stockwell saw the start of traffic on their respective lines disrupted whilst works were completed. Kensal Green station was closed at BTP request during the afternoon to allow an investigation to take place following public action. A faulty train at Acton Town saw the Piccadilly line advertise severe delays during the evening. All incidents were dealt with by the relevant operational and technical responders with any follow up actions taking place in engineering hours.

3 London Underground lines advertised 100% good service throughout the traffic day. CD

	P	V	N	J	C	W&C	B	M	D	H&C	C	Network Totals	Network % (Trains in Service)		
PROVISIONAL EXCESS PLATFORM WAIT TIME / HEADWAY / ADVERTISED GOOD SERVICE															
Provisional excess Platform Wait Time	26	7	8	7	16	3	21	18	25	71	126				
Target excess Platform Wait Time	23	6	12	7	15	7	11	18	22	32	-				
Headway proxy (%)	95.9	98.4	98.3	97.3	96.6	99.3	95.1	94.7	94.4	89.4	86.9				
Advertised good service (%)	80.1	95.5	100	93.3	100	98.2	100	93.9	95.8	78.4	89.6				
UNSCHEDULED TRAIN CANCELLATIONS – SNAPSHOTS															
06:00		5T								10T		15 / 284	94.7		
07:00					3R		1R	3T		12T		19 / 456	95.8		
08:00					4R		1R	3T		3T 2R		13 / 529	97.5		
09:00					5R	1R	1R			2R2O		11 / 541	98		
12:00												0 / 456	100		
15:00				1R	1R				1C	3St		6 / 461	98.7		
17:00			1St	1St	3R		2R1C			2St		10 / 527	98.1		
18:00	1R		1R	1St	4R1St		3R1St			1O1St		14 / 543	97.4		
19:00	1R				3R 1St		3R					8 / 528	98.4		
21:00							2R 1St					3 / 463	99.5		
24:00	10R				1St		1St					12 / 349	96.5		
% trains across snapshots (per line)	98.4	98.7	99.8	99.5	96.3	97.7	94.2	98.7	99.9	89.2		111 / 5137 – 97.8			

Attribution: 'T' = Track / 'R' = Rolling Stock / 'S' = Signalling / 'O' = Other Asset / 'C' = Customer or External / 'St' = Staff
 C&H staff cancellations attributed to PNRs are appended with (p)
 * Colour Key: 95.9% and below = **RED** between 96% and 97.9% = **AMBER** 98% and above = **GREEN**

Notes:

C&H: (06.00, 07.00) snapshot – 10 trains cancelled due to a late finish to engineering works
 Victoria line: (06.00) snapshot – 5 trains cancelled due to a late finish to engineering works

Service Control Pre-SoT signalling checks completed?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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Incident LCH past 24 hours	11,694	Aggregate for this Week	110,265	Aggregate for this Period	110,265
Underlying LCH past 24 hours	72,848				
Total LCH for past 24 hours	84,542	Weekly Target	365,044	Period Target	1,484,615
Week-day Target = 65,350 Target for Sat = 24,438 Target for Sun = 13,857					

TODAY'S TOP FIVE INCIDENTS

Time	Line	Location	Reason	Delay	Indicative LCH	Owner
04:20	C&H	Moorgate	Late surrender of protection.	68	614	Network Delivery
05:25	Victoria	Stockwell	Late surrender of protection.	42	561	Network Delivery
14:49	Bakerloo	Kensal Green	Public action	123	308	Customer Operations
20:42	Piccadilly	Acton Town	Faulty train	99	10,211	Line Operations

Line Performance

PICCADILLY LINE	No of passenger comments received by CSC:	4	Timetable in operation :	TTN 139
Trains Per Hour	Leicester Square eastbound - AM Target 24:		24	PM Target 24: 25
	Leicester Square westbound - AM Target 24:		25	PM Target 23: 22
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:				
Comments/Other business Issues:				

20:42 – Acton Town – gapped train – severe delays		Owner – Line Operations
Summary	The rail adhesion train became gapped when trying to enter Acton Town sidings.	
Impact	Minor delays between Acton Town and King's Cross. 21:20 – Severe delays between Acton Town and King's Cross. 21:55 – Severe delays on the entire line. 21:37 – District line – Severe delays between Turnham Green and Ealing Broadway	
Indicative LCH	10,211	
Stalled trains	Train 360 stalled outside Acton Town platform 3 (20:35 – 22:06) Train 223 stalled at signal WL97A (20:35 – 22:14) Train 300 stalled departing South Ealing eastbound (20:35 – 21:43)	
Response	ERU tasked to attend. 20:59 – ERU and DRM on site. 21:01 – Category one incident declared. Piccadilly line Service Manager appointed Silver Control. 21:13 – Traction current switched off in the area to facilitate rail gap jumper leads being used. 21:20 – All sections of traction current recharged, awaiting air to build up on the train before being moved. 21:36 – RAT back in Acton Town platform 3 21:43 – Train 360 stalled outside Acton Town has no forward movement. Train 300 wrong directional moved back into South Ealing. 21:50 – Train Technician en route to stalled train 360. 21:55 – Train Technician no forward movement from the eastbound cab, train tech to see if movement can be obtained on west end cab. 22:03 – Stalled train 223 tasked to do a WDM back to South Ealing. 22:06 – Train 360 fully berthed at Acton Town platform after being propelled from the rear. 22:14 – Train 223 completes WDM back to South Ealing. 22:24 – Category one incident stood down.	
Recovery	22:13 – District line - Minor delays between Turnham Green and Ealing Broadway. 22:26 – District line - Good service advertised. 01:05 – Piccadilly line advertising good service.	
Immediate cause & resolution	Rail adhesion train became gapped whilst trying to gain access into Acton Town sidings. ERU were tasked to use rail gap jumper leads to get the train back onto traction current. After this was completed, stalled train 360 had no forward movement. A Train Technician was tasked and gained movement by propelling the train from the rear.	
Subsequent Actions	See SOO HOT debrief.	

VICTORIA LINE		No of passenger comments received by CSC:	3	Timetable in operation :	WTT 41
Trains Per Hour	Oxford Circus southbound - AM Target 36:		36	PM Target 36:	36
	Oxford Circus northbound - AM Target 36:		36	PM Target 36:	36
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
<i>Unplanned:</i>	Victoria (3) stuck in shaft, SoT – 11.20 (Day 3)				
<i>Planned:</i>	Green Park (8) ERoS 23 rd October 2017				
Comments/Other business Issues:					

05.25 – Stockwell – late surrender of protection – part suspension		Owner – Network Delivery			
Summary	A cracked rail was found by a patrolman 95 metres from Stockwell station.				
Impact	No service between Victoria and Brixton southbound only. 05:48 – Suspended both directions between Victoria and Brixton.				
Indicative LCH	561				
Stalled trains	Nil				
Response	ERU tasked to site 03:36 – ERU on site and begin replacing rail. 03:56 – Replacement rail unusable, ERU searching for another rail. 04:15 – Replacement rail found, ERU begin re-rail. 05:45 – Fish plates being attached. 05:49 – Signal testing completed. 06:06 – Staff and equipment clear of track.				
Recovery	06:12 – Service resumed to severe delays between Victoria and Brixton, good service on the rest of the line. 06:30 – Good service				
Immediate cause & resolution	A cracked rail was found by a patrolman. ERU were tasked and rerailed implemented.				

NORTHERN LINE		No of passenger comments received by CSC:	6	Timetable in operation :	WTT 56
Trains Per Hour	Euston (CHX) southbound - AM Target 24:		24	Euston (CHX) northbound - PM Target 24:	24
	Elephant & Castle northbound - AM Target 26:		26	Euston (Bank) northbound – PM Target 24:	24
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
<i>Unplanned:</i>					
<i>Planned:</i>	Goodge Street (1&2) ERoS 13 March 2018 Cha k Farm (2) ERoS 1 January 2018 Hampstead (4) ERoS 18 th October 2017				
Comments/Other business Issues:					

JUBILEE LINE		No of passenger comments received by CSC:	4	Timetable in operation :	TTN 52
Trains Per Hour	Waterloo eastbound – AM Target 30:		30	PM Target 30:	30
	Waterloo westbound – AM Target 30:		30	PM Target 30:	29
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
<i>Unplanned:</i>	Stratford (7) customer action, 15.23 – 17:20 4 customers trapped for 27 minutes, youths pulling the doors caused the fault.				
<i>Planned:</i>	Canning Town (1) ERoS 15 th January 2018 North Greenwich (2) ERoS 10 th January 2018		Canning Town (10) ERoS 28 th November 2017 London Bridge (10) ERoS 30 th November 2017 Waterloo (4 & 6) ERoS November 2018 - 'Shell' entrance closed		
Comments/Other business Issues:					

CENTRAL LINE	No of passenger comments received by CSC:	6	Timetable in operation :	WTT 69
WATERLOO & CITY LINE	No of passenger comments received by CSC:	Nil	Timetable in operation :	WTT 6
Trains Per Hour	Shepherds Bush eastbound - AM Target 27:	27	Shepherds Bush eastbound - PM Target 30:	30
	Leyton westbound - AM Target 30:	24	Leyton westbound - PM Target 27:	25
	Waterloo eastbound – AM Target 21:	19	PM Target 22:	21
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<i>Unplanned:</i>				
<i>Planned:</i>	Holborn (7) EROs 14th March 2018 Bank (1) EROs 21 st October 2017			
Comments/Other business Issues:				

BAKERLOO LINE	No of passenger comments received by CSC:	2	Timetable in operation :	WTT42
Trains Per Hour	Oxford Circus southbound - AM Target 22:	22	PM Target 22:	19
	Oxford Circus northbound - AM Target 22:	20	PM Target 22:	16
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<i>Unplanned:</i>				
<i>Planned:</i>				
Comments/Other business Issues:				

14.49 – Kensal Green – [REDACTED] – station closure	Owner – Customer Operations
Summary	[REDACTED]
Impact	The station closed and Bakerloo line trains stopped.
Indicative LCH	308 (162 [for full station closure] + 146 [for SB platform closure])
Stalled trains	Nil
Response	[REDACTED]
Recovery	16.52 – Southbound platform reopen
Immediate cause & resolution	[REDACTED]

METROPOLITAN LINE	No of passenger comments received by CSC:	4	Timetable in operation :	WTT 340
Trains Per Hour	Finchley Road southbound - AM Target 22:		19	PM Target 22: 20
	Finchley Road northbound - AM Target 22:		20	PM Target 22: 17
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:				
Comments/Other business Issues:				

DISTRICT LINE	No of passenger comments received by CSC:	6	Timetable in operation :	WTT 149
Trains Per Hour	Westminster eastbound - AM Target 22:		23	PM Target 22: 23
	Westminster westbound - AM Target 22:		20	PM Target 22: 23
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:				
Comments/Other business Issues:				

CIRCLE & HAMMERSMITH LINE	No of passenger comments received by CSC:	7	Timetable in operation :	TTC 197
Trains Per Hour	Great Portland Street outer rail - AM Target 12:		10	PM Target 12: 14
	Great Portland Street inner rail - AM Target 12:		11	PM Target 12: 12
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:				
Comments/Other business Issues:				
07:37 – Paddington Substation was closed until 07:59 due to a defective PA system. Extra staff were dispatched to site to allow for the use of loudhailers until engineers arrived and rectified the fault. – LCH 429				

04.20 – Moorgate – overrun of engineering work – part suspension		Owner – Network Delivery
Summary	An overrun of engineering work in the Moorgate area caused the service to start up late. Full Comms package put in place by the LUCC. Signal number OJ24 was maintained at danger at King's Cross. Signal number OB27 route 1 was maintained at danger at Tower Hill as well as signal number OB45 route 2 at Aldgate to allow reduced suspension area.	
Impact	C&H – No service between King's Cross and Aldgate Metropolitan line – No service between Baker Street and Aldgate.	
Indicative LCH	614	
Stalled trains	Nil	
Response	Signal testing being completed. Whist testing a damaged lead cable was found. A temporary fix implemented. 04:30 – Conference call took place. 04:45 – Category one incident declared. 05:36 – Staff and equipment cleared of track. 05:41 – Possession given up. 05:46 – Traction current recharged. 06:20 – Category one incident stood down.	
Recovery	05:53 – Metropolitan and C&H lines all resumed to severe delays. 06:35 – Minor delays on the Anti-clockwise Circle line with a good service on the Metropolitan. 07:03 – Minor delays on the clockwise Circle line with a good service on the Anti-Clockwise. Severe delays remain on the H&C 07:30 – Good service on the Circle line. 08:49 – Minor delays on the H&C. 09:35 – Good service	
Immediate cause & resolution	An overrun of engineering work.	

Subsequent Actions	See SOO debrief
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Network Issues

There were 19 instances of ambulances requested to attend LU premises, including 1 for a member of staff.

TODAY'S SIGNIFICANT EXTERNAL EVENTS

TYPE	EVENT	LOCATION	START TIME	FINISH TIME	ATTENDANCE	NEAREST STATIONS
Concert	J. Cole	O2 Arena	18.30	23.00	17,000	North Greenwich

Notes:

Provisional Platform Wait Time – EJT Proxy measures the average time (secs) customers wait for a train over and above timetabled wait time.

Headway – % of trains that pass through a defined measuring point within two scheduled headways of the previous train.

Train Cancellations – Number of trains not in service at the time of the snapshots

Percentage Good Service – % of core traffic hours (defined as 05.30-00.45, Monday – Saturday and 07.00-00.15, Sunday) that a line is advertised to customers as operating a good service.

TPH data is obtained from the 'Network Reliability' site and may be subject to subsequent adjustment. All targets (+1/-1)

Indicative Lost Customer Hours (I-LCH) scores are an initial calculation made by the LUCC immediately after an incident and may differ from the final figure which is calculated by the Service Performance Information team.