



# DAILY NETWORK PERFORMANCE REPORT

Wednesday, 24<sup>th</sup> October, 2018

Period 8 Week 2 Day 4

## SENIOR OPERATING OFFICER SUMMARY

At 04:15, the Circle line was part suspended clockwise, and the Hammersmith & City line was part suspended Edgware Road to Barking, due to a broken track wire. The DSIM attended and fixed the fault, obtaining clear signal at 05:30. At 17:52, the Piccadilly line experienced severe delays between Acton Town and Cockfosters eastbound after a fire alert at King's Cross. Responders accessed the track and found the cause to be smouldering debris beneath a set of points. This was extinguished and the all-clear provided at 18:32. ON

	P	V	N	J	C	W&C	B	M	D	H&C	C	Network Totals
<b>PROVISIONAL EXCESS JOURNEY TIME / DELAY HOURS</b>												
Provisional Trains EJT (Decimal Minutes)	4.30	1.87	1.35	1.65	3.06	1.61	2.68	1.51	4.15	2.82		3.71
Target Trains (Decimal Minutes)	3.72	1.46	1.57	1.49	3.47	2.31	1.99	2.39	4.14	3.98		3.70
Total Delay Hours	47k	20k	19k	18k	42k	1k	15k	6k	48k	18k		234k
Provisional Daily LCH	19.5K	2.5K	5.5K	14.8K	12.9K	0.0K	6.9K	5.4K	6.0K	2.0K		75.5K
Daily LCH Target	10.0K	5.3K	6.8K	10.5K	14.9K	0.3K	4.0K	3.1K	8.8K	5.9K		69.7K
Advertised good service (%)	76.5	100	99.1	100	100	100	84.8	100	100	95.7	95.7	95.5
LCH Week to Date	239,102			LCH Period to Date			877,343			Total LCH past 24 hours		75,507
										Incident LCH past 24 hours		7,987
										Underlying LCH past 24 hours		67,520
Weekly Target	428,846			Period Target			1,715,385			Daily Target		69,700

Network % (Trains in Service)

## UNSCHEDULED TRAIN CANCELLATIONS – SNAPSHOTS

06:00					1R							1 / 286	99.7
07:00	1R	1R			2R							4 / 457	99.1
08:00	1St 1R	1R		1R	2R		5St					11 / 531	97.9
09:00	1St 1R		1R	3R	2R							8 / 543	98.5
12:00	1R			3St								4 / 454	99.1
15:00	1St1O			3St	1R		1R					7 / 459	98.5
17:00	1St			2St	1R							4 / 532	99.3
18:00	2T		1R	2St	1R							6 / 543	98.9
19:00	6T		1R	2St	1R							10 / 539	98.1
21:00	5O			1St	1R			1St				8 / 463	98.3
24:00												0 / 347	100
% trains across snapshots (per line)	97.1	99.5	99.7	96.9	98.3	100	98.0	99.8	100	100		63/5154	98.8

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:

Piccadilly Line 1800-1900 cancellations, in consequence of the fire alert at Kings Cross station.

## TODAY'S TOP FIVE INCIDENTS

Time	Line	Location	Reason	Delay	Indicative LCH	Owner
04.15	Metropolitan	Farringdon	Signal Failure	45	27	Asset Operations
17.45	Piccadilly	King's Cross	Fire alert	39	7,960	Asset Operations

# Line Performance

<b>PICCADILLY LINE</b>		No of passenger comments received by CSC:	<b>Nil</b>	Timetable in operation :	<b>TTC 228</b>
Trains Per Hour	Leicester Square eastbound - AM Target 24:		<b>25</b>	PM Target 24:	<b>25</b>
	Leicester Square westbound - AM Target 24:		<b>25</b>	PM Target 24:	<b>26</b>
<b>Lifts assets unavailable for use</b> (Step Free Routes indicated in bold)			<b>Escalator assets unavailable for use</b>		
<i>Unplanned:</i>					
<i>Planned:</i>					
Comments/Other business Issues:					

<b>17.45 – King’s Cross – fire alert – station closure</b>		<b>Owner – Asset Operations</b>
Summary	Report received of smoke on eastbound platform 6, following the passage of a train.	
Impact	Station closed, all lines non stopping. 18.10 – Minor delays advertised between Acton Town and Cockfosters eastbound only. 18.27 – Delay message escalated to severe between Acton Town and Cockfosters eastbound.	
Indicative LCH	4,760 (station closure) + 3,200 (train delay) = <b>7,960</b>	
Stalled trains	Nil	
Response	LFB requested to attend. ERU and NIRT deployed on immediate grade response. 18.03 – CAT1 declared with the NIRM appointed as Silver Control. 18.05 – Initial inspection by NIRT confirms smouldering in the vicinity of No.20 points. 18.20 – Phased re-opening of the station and all lines, except the Piccadilly, stopping normally. Traction current (Russell Square – Holloway Road eastbound) switched off. 18.22 – Track access taken by NIRM and LFB. Debris removed from under point equipment and dampened down. 18.32 – All staff clear of the track, traction current switched on and the all clear given. Station re-opened to the Piccadilly line. 18.43 – CAT1 stood down.	
Recovery	18.52 – Service status at minor delays, Acton Town to Arnos Grove with severe delays remaining to Cockfosters. 21.50 – Minor delays Acton Town to Heathrow (all terminals) with severe delays Acton Town to Uxbridge. 22.20 – Minor delays Acton Town to Heathrow / Uxbridge. 22.42 – Good service.	
Immediate cause & resolution	Initially thought to be smoke coming from a train. Service Control sent a train through to sweep the area with nothing found. However, the Supervisor closed the station and requested LFB, owing to the amount of smoke still present after the passage of the train. NIRM and ERU accessed the track and found the cause to be track debris beneath No. 20 point equipment, which was dug out and dampened down.	

<b>VICTORIA LINE</b>		No of passenger comments received by CSC:	<b>3</b>	Timetable in operation :	<b>WTT 41</b>
Trains Per Hour	Oxford Circus southbound - AM Target 36:		<b>36</b>	PM Target 36:	<b>36</b>
	Oxford Circus northbound - AM Target 36:		<b>36</b>	PM Target 36:	<b>35</b>
<b>Lifts assets unavailable for use</b> (Step Free Routes indicated in bold)			<b>Escalator assets unavailable for use</b>		
<i>Unplanned:</i>	Tottenham Hale (1), failed after training, 12.01 – 13.40		Victoria (10) obstruction in comb 18.00 - CoT		
<i>Planned:</i>	Green Park (02) ERoS 31 <sup>st</sup> January 2018				
Comments/Other business Issues:					
<b>17.52 – Kings Cross – fire alert – station closure</b> - see Piccadilly line commentary for details					

<b>NORTHERN LINE</b>	No of passenger comments received by CSC:	<b>2</b>	Timetable in operation :	<b>WTT 57</b>
Trains Per Hour	Euston (CHX) southbound - AM Target 25:	<b>25</b>	Euston (CHX) northbound - PM Target 26:	<b>26</b>
	Stockwell northbound - AM Target 31:	<b>31</b>	Euston (Bank) northbound - PM Target 25:	<b>25</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<b>Unplanned:</b>	Goodge Street (3) unable to power wined SoT - 05.33			
<b>Planned:</b>	Goodge Street (01 & 02) ERoS unknown Mornington Crescent (01) ERoS 27 <sup>th</sup> October 2018		Kentish Town (02) ERoS 30 <sup>th</sup> November 2018	
Comments/Other business Issues:				
<b>17.52 – Kings Cross – fire alert – station closure</b> - see <i>Piccadilly line commentary for details.</i>				

<b>JUBILEE LINE</b>	No of passenger comments received by CSC:	<b>1</b>	Timetable in operation :	<b>TTN 48</b>
Trains Per Hour	Waterloo eastbound – AM Target 31:		<b>30</b>	PM Target 30: <b>30</b>
	Waterloo westbound – AM Target 30:		<b>30</b>	PM Target 30: <b>30</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<b>Unplanned:</b>			Swiss Cottage (03) Lower comb fault 15.21 – 16.55 Bond Street (6) over speed 18.00 - CoT	
<b>Planned:</b>	Canning Town (03) ERoS 31 <sup>st</sup> November 2018 North Greenwich (01) ERoS 27 <sup>th</sup> November 2018		Canary Wharf (15) ERoS 14 <sup>th</sup> November 2018 Canning Town (05) ERoS 31 <sup>st</sup> October 2018 Waterloo (13) ERoS 27 <sup>th</sup> October 2018	
Comments/Other business Issues:				

<b>CENTRAL LINE</b>	No of passenger comments received by CSC:	<b>6</b>	Timetable in operation :	<b>WTT 69</b>
<b>WATERLOO &amp; CITY LINE</b>	No of passenger comments received by CSC:	<b>Nil</b>	Timetable in operation :	<b>WTT 7</b>
Trains Per Hour	Shepherds Bush eastbound - AM Target 27:	<b>26</b>	Shepherds Bush eastbound - PM Target 30:	<b>26</b>
	Leyton westbound - AM Target 30:	<b>24</b>	Leyton westbound - PM Target 27:	<b>25</b>
	Waterloo eastbound – AM Target 21:	<b>22</b>	PM Target 22:	<b>22</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<b>Unplanned:</b>				
<b>Planned:</b>	Bank (2) ERoS 24 October 2018			
Comments/Other business Issues:				
AM & PM TPH missed due to No OK Stock and Defective in Service.				

<b>BAKERLOO LINE</b>	No of passenger comments received by CSC:	<b>2</b>	Timetable in operation :	<b>WTT43</b>
Trains Per Hour	Oxford Circus southbound - AM Target 22:		<b>24</b>	PM Target 22: <b>23</b>
	Oxford Circus northbound - AM Target 22:		<b>22</b>	PM Target 22: <b>22</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<b>Unplanned:</b>				
<b>Planned:</b>				
Comments/Other business Issues:				

<b>METROPOLITAN LINE</b>		No of passenger comments received by CSC:	<b>2</b>	Timetable in operation :	<b>TTN 99</b>
Trains Per Hour	Finchley Road southbound - AM Target 22:		<b>23</b>	PM Target 22:	<b>23</b>
	Finchley Road northbound - AM Target 22:		<b>22</b>	PM Target 22:	<b>22</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:	King's Cross (5) defective 04.25 – 05.02 Wembley Park (5) failed bottom landing 13.50 – 23.44		King's Cross (11) defective 17.42 – CoT (being used as a fixed stairway)		
Planned:					
Comments/Other business Issues:					
<b>17.52 – King's Cross – fire alert – station closure</b> - see <i>Piccadilly line commentary</i> for details.					

<b>04.15 – Farringdon – Signal failure – Severe delays</b>		<b>Owner – Asset Operations</b>
Summary	Inner Rail / Westbound Track circuit 218A failing.	
Impact	Circle line part suspended Clockwise only. Hammersmith & City line part suspended Edgware Road to Barking.	
Indicative LCH	<b>27</b>	
Stalled trains	Nil	
Response	04.33 – DSIM & RTO on site. 05.00 – Track access granted. 05.13 – Broken track wire identified. 05.30 – Track wire replaced and clear signals obtained.	
Recovery	05.32 – Circle line severe delays entire line. 05.35 – Hammersmith & City line Minor delays Liverpool Street to Barking. 05.56 – Circle line Minor delays entire line. 06.27 – All lines good service.	
Immediate cause & resolution	Track circuit 218A failing, DSIM and RTO attended and a track wire identified as the root cause and replaced with clear signals obtained.	

<b>DISTRICT LINE</b>		No of passenger comments received by CSC:	<b>3</b>	Timetable in operation :	<b>TTN 101</b>
Trains Per Hour	Westminster eastbound - AM Target 22:		<b>22</b>	PM Target 22:	<b>22</b>
	Westminster westbound - AM Target 22:		<b>22</b>	PM Target 22:	<b>23</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:	Bromley-By-Bow (02) stuck on bottom landing, 09:05 – 11:04				
Planned:					
Comments/Other business Issues:					

<b>CIRCLE &amp; HAMMERSMITH LINE</b>		No of passenger comments received by CSC:	<b>1</b>	Timetable in operation :	<b>TTN 46</b>
Trains Per Hour	Great Portland Street outer rail - AM Target 12:		<b>12</b>	PM Target 12:	<b>12</b>
	Great Portland Street inner rail - AM Target 12:		<b>12</b>	PM Target 12:	<b>13</b>
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:					
Planned:					
Comments/Other business Issues:					
<b>04.15 – Farringdon – Signal failure – Severe delays</b> See <i>Metropolitan line commentary</i> for details.					
<b>17.52 – Kings Cross – fire alert – station closure</b> - see <i>Piccadilly line commentary</i> for details.					

# Network Issues

There were **18** instances of ambulances requested to attend LU premises, including **nil** for a member of staff  
Of these, **nil** resulted in ORR notification.

There were no weather warnings issued during the traffic day

## Branch line scheduled v actual trains

Wednesday 24 October 2018

Line	Branch	Dir	AM Peak		PM Peak		Comments
			Scheduled	Actual	Scheduled	Actual	
CEN	NEWBURY PARK - HAINAULT	EB	28	27	37	37	
CEN	HAINAULT - NEWBURY PARK	WB	36	36	29	29	
DIS	TURNHAM GREEN - RICHMOND	WB	18	18	19	18	
DIS	RICHMOND - TURNHAM GREEN	EB	19	19	19	19	
DIS	WIMBLEDON - EARL'S COURT	EB	44	43	45	44	
DIS	EARL'S COURT - WIMBLEDON	WB	44	43	45	43	
MET	AMERSHAM - HARROW ON THE HILL	SB	10	10	10	10	
MET	HARROW ON THE HILL - AMERSHAM	NB	10	10	10	10	
MET	UXBRIDGE - HARROW ON THE HILL	SB	28	28	28	24	No reason found
MET	HARROW ON THE HILL - UXBRIDGE	NB	27	27	27	27	
NOR	COLINDALE - EDGWARE	NB	58	58	59	59	
NOR	EDGWARE - COLINDALE	SB	61	61	59	59	
NOR	FINCHLEY CENTRAL - HIGH BARNET	NB	52	51	47	47	
NOR	HIGH BARNET - FINCHLEY CENTRAL	SB	51	50	48	48	
PIC	RAYNERS LANE - ACTON TOWN	EB	32	32	29	27	
PIC	ACTON TOWN TO RAYNERS LANE	WB	31	30	29	26	
PIC	HEATHROW T123 - ACTON TOWN	EB	36	36	36	35	

**TODAY'S SIGNIFICANT EXTERNAL EVENTS**

TYPE	EVENT	LOCATION	START TIME	FINISH TIME	ATTENDANCE	NEAREST STATIONS
Exhibition	London Build Show 2018	Olympia	09.30	16.30	3,000	Kensington (Olympia)
Concert	Bloc Party	Alexandra Palace	18.30	23.00	10,000	Wood Green
Concert	U2	O2 Arena	18.30	23.00	17,000	North Greenwich
Concert	Editors	O2 Academy	19.00	22.30	4,000	Brixton

**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.