



# DAILY NETWORK PERFORMANCE REPORT

Sunday, 10<sup>th</sup> July, 2022

Period 4 ~ Week 3 ~ Day 1

### Senior Operating Officer's Summary

The Central line transitioned from Nighttube into the morning service advertising severe delays due to the RMT strike action and continued to experience delays for most of the day. Start of service was also impacted by a part suspension of the District line following a burst water main at Gunnersbury. The rest of the morning was relatively incident free. The weather remained at high temperatures with a forecast predicting even higher temperatures over the coming days. There were many events across the network, with a festival at Finsbury Park leading to the station closing on the request of the Metropolitan police. The station opened a short time after the appropriate crowd control measures were put in place. The other big events concluded without any adverse issues reported on the network. (ON)

### Train Cancellations

Snapshot Times	B	C	C	H&C	D	J	M	N	P	V	W&C	Network Totals	% of Trains in Service
09:00	3St	No Data	4St	1O 3St				4St	2St	5St		22 / 347	93.7
12:00	1St	No Data	5St	3St				4St		1St		14 / 386	96.4
15:00	3St	No Data	6St	5St				5St	3O 3St	2St		27 / 386	93.0
18:00	2St	No Data	5St	1R 1St			2St	1R 1St	7St			20 / 390	94.9
21:00	1St	11St	5St	1St			2St	2R 1St	7St	1R		31 / 370	91.6
<b>% trains across snapshots by line</b>	<b>91.4</b>	<b>96.3</b>	<b>83.9</b>	<b>95.1</b>	<b>100</b>	<b>95.3</b>	<b>95.4</b>	<b>93.1</b>	<b>94.0</b>			<b>114 / 1879</b>	<b>93.9</b>

"C", customer or external; "O", other asset; "R" rolling stock; "S" signalling; "St" Staff; "T" track.

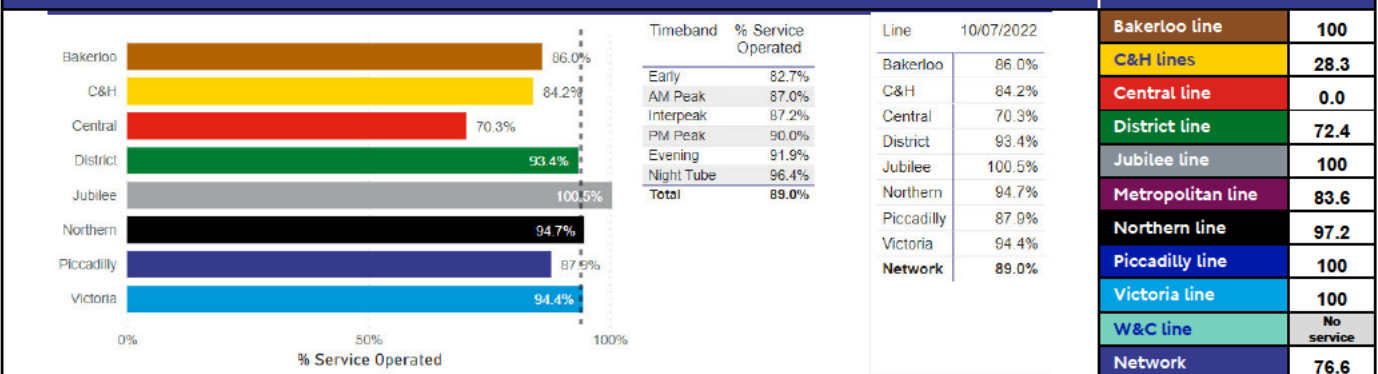
**RED:** <95.9%

**AMBER:** 96% < >97.9%

**GREEN:** 98% <

**GREY:** No service

### Percentage of Timetabled Services Operated



### Top Five Highest Lost Customer Hours Incidents

Time	Line	Location	Reason	Delay	LCH	Owner
07:18	District	Gunnersbury	Flooding	64	372	Network Rail
15:39	Victoria	Finsbury Park	Police request	62	1,919	Customer Operations
18:55	Central	Norholt	Track circuit failure	67	877	Asset Performance
19:50	Central	Woodford	Points failure	32	656	Asset Performance



Bakerloo line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Wembley Central (03)</b> start of traffic until end of traffic ( <b>Day 50</b> ) <b>Harrow &amp; Wealdstone (4)</b> start of traffic until 09.45 ( <b>Day 2</b> ) <b>Wembley Central (02)</b> 07.55 until end of traffic
<b>Planned:</b>	Oxford Circus (08) end of July 2022 Oxford Circus (03) end of October 2022
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	

Central line	
Waterloo & City line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	Marble Arch (03) returned to service for start of traffic Holborn (01) 11.25 until 12.45
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
<b>Chancery Lane Station</b> was closed between 20:30 and the end of traffic, due to the unavailability of station staff. LCH = 33.	
Trains and Service Control:	
Multiple Snapshot Summary displaying inaccurate date due to Service Manager covering role of signaller from 07:00 to 19:00.	
The line advertised delays at various times throughout the day, due to the unavailability of Train Operators	
The Waterloo & City line was closed all day, as per the plan to protect Central line services due to the unavailability of Train Operators.	

18:55 – Northolt – Track Circuit failure – severe delays	Category Two	Owner – Asset Performance	LU SAFE 081
Summary	Westbound Track circuits 1504 bobbing and track circuit 1502 hard down.		
Impact	Severe delays entire line (service status compounded by train cancellations)		
Indicative LCH	877		
Stalled Trains	Nil		
Response and Resolution	Response Technical Officer tasked to site with trains traversing through the area under failure conditions. 19:57 – Response Technical Officer on site and sensitivity box fitted to boost track with clear signals obtained.		
Recovery	Service remained at severe delays to end of traffic due to train cancellations		

19:50 – Woodford – points failure – severe delays	Category Two	Owner – Asset Performance	LU SAFE 087
Summary	No 7137 points failing to reverse.		
Impact	Severe delays entire line (service status compounded by train cancellations)		
Indicative LCH	656		
Stalled Trains	Nil		
Response and Resolution	Response Technical Officer and Duty Reliability Manager tasked to site. 20:22 – Response Technical Officer on site and issue believed to be heat related. Points out of commission as a result with all booked reversers extended to No 21 road in consequence.		
Recovery	Service remained at severe delays to end of traffic due to train cancellations.		

Circle line	
Hammersmith & City line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Escalator assets unavailable for use</b>
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	
07.50 – Minor delays on the Hammersmith & City line until 10.36 due to unavailability of Train Operators.	
11.53 - Minor delays on the Circle line until end of traffic due to unavailability of Train Operators.	

District line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	Gloucester Road (04) 12.03 –15.00 Earl's Court (03) 12.09 – 14.15 Blackfriars (8) 21:00 until 22:20
<b>Planned:</b>	<b>West Brompton (03)</b> EROs unknown
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	
09.02 – Minor delays between Barking and Upminster until 10.09 due to unavailability of Train Operators.	

07.18 – Gunnersbury – flooding – part suspended		Category 2	Owner – Network Rail	LU SAFE 09
Summary	Vegetation gang working in the area during the night disturbed a Thames Water 30inch main pipe causing water to gush out from the valve. Initial assessment was that the water was draining away from the track and would not impact the train service. However, the possession staff were reluctant to give up the traction current isolation due to concerns with the status of the railway.			
Impact	District line suspended between Turnham Green and Richmond.			
Indicative LCH	372			
Stalled Trains	Nil			
Response and Resolution	Network Rail Mobile Operations Manager (MOM) and Thames Water on site. ERU and NIRM further tasked to site. 09.00 – Conference call chaired by SOO. Confirmation by MOM that water level no longer increasing and draining away, agreed for possession to be given up for trains to run, with hourly checks by the MOM pending remedial work by Thames Water.			
Recovery	10.09 – District line resumed with minor delays on the Richmond branch. 11.45 – Good service.			

Docklands Light Railway	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Royal Victoria (02)</b> start of traffic until end of traffic (Day 5) <b>Limehouse (03)</b> start of traffic until 12.19 (Day 2) Langdon Park (1) start of traffic until 16.38 (Day 2) <b>Deptford Bridge (02)</b> 17.02 until 00.26 <b>Gospal Oak (Platform 1)</b> 21:11 until end of traffic
<b>Planned:</b>	<b>Prince Regent (02)</b> EROs unknown <b>Poplar (01)</b> EROs August 2022
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	
No service between Bank/Tower Gateway and Canning Town/Canary Wharf and between Canary Wharf and Stratford due to planned engineering work.	

Elizabeth line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Canary Wharf (05)</b> start of traffic until end of traffic (Day 3)
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	
No service between Paddington and Abbey Wood.	

Jubilee line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Stratford (17)</b> start of traffic until end of traffic (Day 5) Bond Street (2) start of traffic until 13.10 (Day 2) <b>Waterloo (02)</b> 16.24 until 19:00 Stratford (8) 02:00 until end of traffic.
<b>Planned:</b>	<b>Stratford (10)</b> EROs July 2022
<b>Escalator assets unavailable for use</b>	
	Bond Street (07) start of traffic until end of traffic (Day 2) London Bridge (11) 12.15 until 14.00
	Canning Town (02) EROs August 2022 Canning Town (06) EROs August 2022 London Bridge (14) EROs 22 <sup>nd</sup> August 2022
<b>Operational Issues:</b>	
Stations:	
<b>Southwark Station</b> was closed between 17.55 and end of traffic, due to the unavailability of station staff. LCH = 603.	
Trains and Service Control:	
No service between Waterloo and Stanmore due to planned engineering work.	

London Overground	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )	
<b>Unplanned:</b>	<b>Hampstead Heath (02)</b> start of traffic until end of traffic ( <b>Day 3</b> ) <b>Willesden Junction (platform 4 &amp; 5)</b> start of traffic until end of traffic ( <b>Day 3</b> )
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Services Status Changes: No service between Gospel Oak and Barking, Hackney Downs and Enfield / Cheshunt, Liverpool Street and Chingford, Surrey Quays and Clapham and between Willesden Junction and Richmond due to planned engineering work.	

London Trams	
<b>Operational Issues:</b>	
Tram Stops:	
Services Status Changes:	

Metropolitan line		
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )		<b>Escalator assets unavailable for use</b>
<b>Unplanned:</b>	<b>Wembley Park (2)</b> 06:00 until 08:22 <b>Harrow-on-the-Hill (3)</b> 20:25 until end of traffic	King's Cross (03) returned to service for start of traffic
<b>Planned:</b>		
<b>Operational Issues:</b>		
Stations:		
Trains and Service Control: No service between Aldgate and Harrow-on-the-Hill due to planned engineering work. 16.02 – Minor delays between Harrow-on-the-Hill and Uxbridge until 18.45 due to train cancellations.		

Northern line		
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )		<b>Escalator assets unavailable for use</b>
<b>Unplanned:</b>	<b>Borough (02)</b> 08:02 until 08:54 <i>(2 x customers stuck until 08:25)</i> <b>Kennington (1)</b> 20:05 until 20:41	Angel (03) start of traffic until end of traffic ( <b>Day 9</b> )
<b>Planned:</b>	Borough (01) ERoS July 2022	
<b>Operational Issues:</b>		
Stations: <b>Goodge Street</b> remained closed from the start of traffic until 06:57 due to the unavailability of station staff. <b>LCH = 174</b> <b>Chalk Farm</b> station remained closed from the start of traffic until 08:38 due to the unavailability of station staff. <b>LCH = 100</b> <b>Angel</b> station was closed between 07:00 and end of traffic, due to the unavailability of station staff. <b>LCH = 5,933</b> <b>Chalk Farm</b> station was closed between 22:30 and the end of traffic, due to the unavailability of station staff. <b>LCH = 77</b>		
Trains and Service Control:		

Piccadilly line		
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )		<b>Escalator assets unavailable for use</b>
<b>Unplanned:</b>		
<b>Planned:</b>		
<b>Operational Issues:</b>		
Stations:		
Trains and Service Control:		

Victoria line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )	<b>Escalator assets unavailable for use</b>
<b>Unplanned:</b>	Vauxhall (3) returned to service for start of traffic Brixton (02) 16.25 until 17.45 Brixton (02) 18.11 until 18:00
<b>Planned:</b>	Green Park (01) ERoS July 2022
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	

15.39 – Finsbury Park – police request - closed		Category 2	Owner – Customer Operations	LU SAFE 52
Summary	Request from the Met Police to station staff to close the station due to overcrowding outside the station because of the Wireless festival in the park.			
Impact	Station closed			
Indicative LCH	<b>1,919</b>			
Stalled Trains	Nil			
Response and Resolution	Station staff liaising with Met Pol			
Recovery	16.41 – Station reopened			

Significant Network Events
<p>Multiple Snapshot Summary promulgated by lines displaying inaccurate information due to Central line no data between 07:00 and 19:00. This had a knock-on effect for the Train cancellations Network Totals and % of train in service data which again were distorted due to the Central line having no data.</p> <p>Day 1 of the Network Hot Weather Plan for a Risk of High Temperatures of 30C. In addition, Day 2 of the Hot Weather Plan for a Strong Risk of High Temperatures on Monday and Tuesday with temperatures expected to reach 31C.</p>

**Notes:**

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

**Percentage of Services Operated** – The actual number of trips operated compared to the Working Timetables as measured at core monitoring points.

**% Good Service Advertised** – The percentage of the day (05:30 until 00:45 on all lines) for which a good service was advertised on electronic service update boards.

**Thresholds for inclusion on this report (London Underground)** – Any category one incident. Any incident which results in an LCH of 7,500 or more. Any incident which results in a wheel stop of fifteen minutes or more. Any incident which results in a part suspension or severe delay message being advertised. Any closure of a 'Destination' or 'Gateway' station. Any closure of a 'Metro' station which has an interchange with another London Underground line, TfL mode or National Rail service.

**Thresholds for inclusion on this report (TfL Modes)** – Any incident which results in a part suspension or severe delay message being advertised. Any closure of a station which has an interchange with a London Underground line, other TfL mode or National Rail service.