



DAILY NETWORK PERFORMANCE REPORT

Thursday 30th November 2023

Period 9 ~ Week 3 ~ Day 5

Senior Operating Officer's Summary

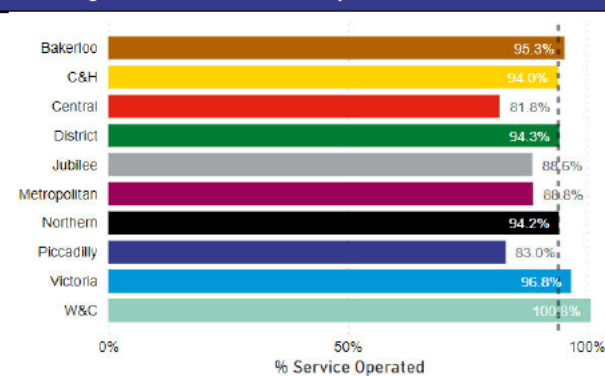
During the morning peak, a non-communicating train at Finchley Road resulted in a partial suspension of the Metropolitan line. There were three significant customer impacting incidents during the PM peak; track circuit failures on the Central and Piccadilly lines and a train with door failing to close on the Jubilee line. Five stations closed at various points during the traffic day due to staff shortages; Tower Hill, Lancaster Gate, Holland Park, Mornington Crescent and Manor House. (HP)

Train Cancellations

Snapshot Times	B	C	C	H&C	D	J	M	N	P	V	W&C	Network Totals	% of Trains in Service
06:00		3R	2St		1O 1R 1S 3St	2R	2St	2R 3St	4St			24 / 288	91.7
07:00		9R	3St		1O 4R 2St	6R	2R 5St	7R	4St			43 / 455	91
08:00		11R	3St		1O 5R 2St	7R	2S 5St	7R	7St	1R		51 / 518	90.2
09:00	1St	11R	3St		1O 6R 1St	6R	4St	8R	6St			47 / 522	91
12:00		7R	1R				3St		5St			16 / 437	96.3
15:00	1St	8R 1St	1C			1R	1St	3St	9St			25 / 441	94.3
17:00		13R 2St	1R		2R	1O 4R		6R 5St	3St			37 / 514	92.8
18:00	1R	12R 4St			2R	1O 4R		6R 5St	9S			44 / 524	91.6
19:00		11R 4St			3R	3O 4R	1C 1R	4R 5St	3S 7St			46 / 522	91.2
21:00	1St	4R 7St	1St			1C 3R		1St	6St	1St		25 / 454	94.5
24:00			1O 1St		1C 1R		2R	3St	7St			16 / 348	95.4
% trains across snapshots by line	98.6	84.1	95.0		94.8	91.3	93.9	92.8	90.6	99.5	100	374 / 5,023	92.6

"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



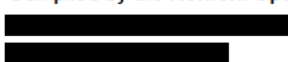
Timeband	% Service Operated
Early	94.7%
AM Peak	87.6%
Interpeak	93.8%
PM Peak	87.8%
Evening	92.4%
Total	91.3%

Line	30/11/2023
Bakerloo	95.3%
C&H	94.0%
Central	81.8%
District	94.3%
Jubilee	88.6%
Metropolitan	88.8%
Northern	94.2%
Piccadilly	83.0%
Victoria	96.8%
W&C	100.8%
Network	91.3%

% Good Service Advertised	
Bakerloo line	100.0
C&H lines	100.0
Central line	69.2
District line	97.5
Jubilee line	74.5
Metropolitan line	58.9
Northern line	98.4
Piccadilly line	76.5
Victoria line	100.0
W&C line	100.0
Network	88.6

Top Five Highest Lost Customer Hours Incidents

Time	Line	Location	Reason	Delay	LCH	Owner
05:40	District	Parsons Green	Points failure	31	370	Asset Performance
07:33	Metropolitan	Finchley Road	Non-communicating train	11	3,466	Asset Performance
16:38	Central	East Acton	Signal track circuit failure	54	19,853	Asset Performance
17:14	Piccadilly	Finsbury Park	Signal track circuit failure	27	8,465	Asset Performance
18:02	Jubilee	Southwark	Customer incident	21	10,296	Customer Operations



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

Central line	
Waterloo & City line	
Lifts assets unavailable for use (step free routes are indicated in bold)	Escalator assets unavailable for use
Unplanned:	Queensway (02) start of traffic until 15:30 (Day 2) Bank (06) start of traffic until 23:38 (Day 2)
Planned:	Bank / Monument (10) EROs February 2024
Operational Issues:	
Stations:	
Lancaster Gate Station remained closed from the start of traffic until 07:03, due to the unavailability of station staff. LCH = 55	
Holland Park Station was closed between 20:42 and the end of traffic, due to the unavailability of station staff. LCH = 167	
Trains and Service Control:	
The Central line advertised delays throughout the day due unavailability of rolling stock.	

16:38 – East Acton – signal track circuit failure – severe delays		Category Two	Owner – Asset Performance	LU SAFE 081
Summary	Report of trains losing codes departing East Acton eastbound.			
Impact	Severe delays between Liverpool Street and West Ruislip / Ealing Broadway.			
Indicative LCH	19,853			
Stalled Trains	Nil			
Response and Resolution	Duty Reliability Manager (DRM) and Response Technical Officer (RTO) tasked to site. At 17:06 DRM and RTO arrived on site and carried out investigations in the Signalling Equipment Room (SER). Trains continued to run under failure conditions. At 17:38 a Temporary Speed Restriction (TSR) was implemented on track circuits 2509 and 2511 and clear signals were obtained. Following further investigations, a relay was changed in the equipment room and clear signals maintained.			
Recovery	21:40 – Good service advertised to all destinations.			

Circle line	
Hammersmith & City line	
Lifts assets unavailable for use (step free routes are indicated in bold)	Escalator assets unavailable for use
Unplanned:	
Planned:	
Operational Issues:	
Stations:	
Trains and Service Control:	

District line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Escalator assets unavailable for use Bounds Green (03) 14:32 until 17:00
Planned:	
Operational Issues:	
Stations:	
Trains and Service Control:	

05:40 – Parsons Green – points failure – severe delays		Category Three	Owner – Asset Performance	LU SAFE 014
Summary	Westbound services affected due to 22 points secured normal following a failure on 18 th November 2023.			
Impact	Severe delays between Parsons Green and Wimbledon.			
Indicative LCH	370			
Stalled Trains	Nil			
Response and Resolution	Trains entering service were unable to travel westbound compounded by a train cancellation caused by there being no available train operator. Points remain secured awaiting further updates from District line track team.			
Recovery	06:10 – Good service to all destinations.			

Docklands Light Railway	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Stratford International (03) 06:48 until end of traffic
Planned:	
Operational Issues:	
Stations:	
Limehouse station was closed between 18:56 and end of traffic due to a power failure.	
Services Status Changes:	

Elizabeth line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Brentwood (platform 1) start of traffic until end of traffic (Day 20) Canary Wharf (01) start of traffic until end of traffic (Day 18) Stratford (platform 8) start of traffic until end of traffic (Day 3)
Planned:	
Operational Issues:	
Stations:	
Services Status Changes:	
<p><u>Heathrow – Signal failure</u> 05:04 – Part suspension between Heathrow Terminals 2&3 and Heathrow Terminal 4. 06:31 – Severe delays between Hayes & Harlington and Reading / Heathrow 07:07 – Severe delays between Hayes & Harlington and Reading <i>Service recovery affected by Paddington train fault.</i></p> <p><u>Paddington – Train fault</u> 08:09 – Minor delays between Abbey Wood and Paddington. 08:15 – Severe delays between Abbey and Paddington. 08:32 – Severe delays on the entire. 15:33 – Good service.</p> <p><u>West Drayton – Track fault</u> 20:48 – Minor delays advertised between Hayes & Harlington and Reading. 21:27 – Severe delays advertised between Hayes & Harlington and Reading. 23:22 – Minor delays advertised between Hayes & Harlington and Reading 23:35 – Good service advertised to all destinations.</p>	

Jubilee line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Southwark (01) start of traffic until end of traffic (Day 27) Westminster (05) start of traffic until 17:29 (Day 2)
Planned:	
Escalator assets unavailable for use	
Bermondsey (03) All day (Day 498) Waterloo (03) start of traffic until end of traffic. (Day 14)	
London Bridge (21) ERoS December 2023 Canada Water (05) ERoS March 2024	
Operational Issues:	
Stations:	
Trains and Service Control:	

18:02 – Southwark – customer incident – severe delays	Category Two	Owner – Customer Operations	LU SAFE 092
Summary	Report of a person ill on westbound train 341.		
Impact	Severe delays on the entire line.		
Indicative LCH	10,296		
Stalled Trains	Westbound train 305 approaching Southwark, from 18:03 until 18:24.		
Response and Resolution	Station staff attended and assisted a person who had been assaulted, the had attained a head injury. At 18:12, due to multiple passenger emergency alarms being activated the train was derailed. At 18:21, the train was unable to depart due to platform edge doors failing to close. At 18:23, platform edge doors were successfully closed and the incident train departed.		
Recovery	23:07 – Good service		

London Overground	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Edmonton Green (platform 2) start of traffic until end of traffic (Day 29) Kensal Rise (platform 1) start of traffic until end of traffic. (Day 9) Kensal Rise (platform 2) start of traffic until end of traffic. (Day 18) New Cross Gate (platforms 1 & 2) start of traffic until end of traffic (Day 25) White Hart Lane (southbound platform) 05:49 until end of traffic Hampstead Heath (platform 1) 06:06 until end of traffic Highbury & Islington (platform 2 & 7) start of traffic until end of traffic (Day 2)
Planned:	
Operational Issues:	
Stations:	
Services Status Changes:	
Forest Hill – points failure	
05:14 – No service between New Cross Gate and Crystal Palace / West Croydon. 06:15 – Good service advertised to all destinations.	
Willesden Junction – Track fault	
11:52 – No service Willesden Junction to Richmond and Willesden Junction to Gospel Oak while we fix a fault with the track at Willesden. Minor delays Stratford to Gospel Oak and Willesden Junction to Clapham Junction. 18:22 – Severe delays advertised between Stratford and Richmond / Clapham Junction. Good service on other routes. 21:21 – Minor delays advertised between Stratford and Richmond / Clapham Junction. 22:52 – Good service advertised to all destinations.	

London Trams	
Operational Issues:	
Tram Stops:	
Services Status Changes:	
Tamworth Road – police request	
15:08 – Part suspension advertised between Reeves Comer and East Croydon. 15:41 – Severe delays advertised to all destinations. 17:53 – Minor delays advertised to all destinations. 21:24 – Good service advertised to all destinations.	

Metropolitan line

Lifts assets unavailable for use (step free routes are indicated in bold)		Escalator assets unavailable for use
Unplanned:	Farringdon (07) 07:08 until 18:00 King's Cross St. Pancras (05) 16:40 until 18:55 <i>(1 customer detained for 43 minutes)</i>	
Planned:		Liverpool Street (07, 08, 09) October 2024
Operational Issues:		
Stations:		
Trains and Service Control:		

05:24 – Tower Hill – minimum staffing levels – station closure		Category Three	Owner – Customer Operations	LU SAFE 013
Summary	Station fell below minimum numbers to open for start of traffic.			
Impact	Station closure.			
Indicative LCH	22			
Stalled Trains	Nil			
Response and Resolution	A member of station staff was sourced from Liverpool Street and an unscheduled taxi was booked to convey them to site.			
Recovery	05:52 – Station reopened.			

07:33 – Finchley Road – non communicating train – part suspension		Category Two	Owner – Asset Performance	LU SAFE 034
Summary	Train 440 became non communicating with the signalling system			
Impact	No service between Wembley Park and Aldgate			
Indicative LCH	3,466			
Stalled Trains	Nil			
Response and Resolution	Train 440 was authorised to move in restricted manual to the next RM hold board where automatic train operation was available at 07:40.			
Recovery	08:51 – Good service advertised			

Northern line

Lifts assets unavailable for use (step free routes are indicated in bold)		Escalator assets unavailable for use
Unplanned:	Goodge Street (04) 09:20 until 23:10 Hampstead (02) 23:30 until end of traffic <i>15 people entrapped for twenty minutes</i>	Oval (01) start of traffic until end of traffic (Day 13) Nine Elms (03) start of traffic until end of traffic (Day 5) Tottenham Court Road (03) start of traffic until end of traffic (Day 2) Oval (02) 09:32 until 14:32
Planned:	Tottenham Court Road (02) start of traffic until end of traffic (Day 3)	Kentish Town (01 & 02) ERoS July 2024 Tooting Bec (03) ERoS February 2024 Warren Street (03) ERoS December 2023
Operational Issues:		
Stations:		
Mornington Crescent Station remained closed from the start of traffic until 06:42 due to the unavailability of station staff. LCH = 21.8		
Oval station was closed from 09:32 until 14:32, due to faulty escalators. LCH - 528		
Trains and Service Control:		
<u>Burnt Oak – defective train</u>		
06:00 – Minor delays advertised between Edgware and Camden Town.		
06:22 – Good service advertised to all destinations.		

Piccadilly line		
Lifts assets unavailable for use (step free routes are indicated in bold)		Escalator assets unavailable for use
Unplanned:	Covent Garden (04) start of traffic until end of traffic (Day 15) Heathrow Terminals 1,2,3 (01) start of traffic until end of traffic (Day 17) Oakwood (01) start of traffic until end of traffic (Day 2) Hounslow East (02) 18:45 until 23:5 <i>(2 customers detained for 25 minutes)</i>	Leicester Square (04) 10:30 until end of traffic
Planned:	Holloway Road (01) ERoS November 2023 Hounslow East (01) ERoS May 2024	Manor House (02) ERoS December 2023
Operational Issues:		
Stations:		
Manor House Station was closed between 22:35 and the end of traffic, due to the unavailability of station staff. LCH = 305		
Trains and Service Control:		
The line advertised delays at various times throughout the day, due to the unavailability of Train Operators.		

17:14 – Finsbury Park – signal track circuit failure – severe delays		Category Two	Owner – Asset Performance	LU SAFE 085
Summary	Report of V track down affecting signals VK1 and VK2.			
Impact	Severe delays between Acton Town and Cockfosters eastbound.			
Indicative LCH	8,465			
Stalled Trains	Nil			
Response and Resolution	Duty Reliability Manager (DRM) and response Technical Officer (RTO) tasked to site. Route secure visual was utilised to allow trains to run through the area. At 17:40, whilst awaiting technical staff to attend, the signalling for the area was switched over to Westrace B with clear signals obtained.			
Recovery	17:52 – Good service			

Victoria line		
Lifts assets unavailable for use (step free routes are indicated in bold)		Escalator assets unavailable for use
Unplanned:	Victoria (06) 12:21 until end of traffic <i>5 customers detained for 55 minutes</i> Walthamstow Central (02) 18:10 until 19:40 Victoria (02) 23:10 until end of traffic	
Planned:		
Operational Issues:		
Stations:		
Trains and Service Control:		

Significant Network Events

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.