

# Guidelines for declaring service status

## Determining service status

Core / Peak Times are specified on each line's matrix. These are the periods on a given line when a stoppage or delay will have greatest impact to our customers and to station operations (crowd control, lack of spare capacity on other routes, etc).

## General information for all lines

### Events

Where an event (e.g. football, concert) is taking place which will result in increased traffic on a given line, it should be treated as a core time.

### First trains

Should a first train be cancelled / delayed we would:

- (a) if delay is <15mins - issue a Connect radio broadcast to staff and advise the social media team that the first train in a given direction will be XX minutes late
- (b) if delay is >15mins and we are within 30 minutes of start of traffic - issue the appropriate suspension message for that line.

### Last trains

Should the last train (or up to three last trains) be delayed we would:

- (a) if delay is <15mins - issue a Connect radio broadcast to staff and advise the social media team that the last train(s) in a given direction will be XX minutes late
- (b) if delay is >15mins - issue the appropriate suspension message for that line. Additionally, the message would include advice to customers not to wait and to make use of the arranged ticket acceptance on alternative routes

### Initial Service Alert

When an incident occurs that results in the service coming to a stand for a period that is likely to be five minutes or less, an initial service alert (ISA) may be issued. Where an ISA is issued, minor delays will be declared automatically if there is no train movement after the five minutes has elapsed. The start time of an ISA is wheel-stop time or incident start time.

## Bakerloo line

Service Status <b>MINOR DELAYS</b>				
FACTORS	Trains between Queen's Park - Elephant & Castle		Trains between Queen's Park - Harrow & Wealdstone	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal (not consecutive cancellations)	2x normal (not consecutive cancellations)
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%	Between 75–85%	Between 70–85%

Service Status <b>SEVERE DELAYS</b>				
FACTORS	Trains between Queen's Park - Elephant & Castle		Trains between Queen's Park - Harrow & Wealdstone	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins	3x normal or >2 consecutive cancellations	3x normal or >2 consecutive cancellations
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform
Stoppage / Sit Down	>10 mins	>15 mins	> 20 mins	> 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

Service Status <b>SUSPENDED OR PART SUSPENDED</b>	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status <b>GOOD SERVICE</b>	
FACTORS	Declared when none of the factors are affected

Service Status <b>INITIAL SERVICE ALERT</b>	
ISA	<b>May be issued where stoppage anticipated to last 5 mins or less</b> 5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

**NOTES:** CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow e.g. football, concert)

## Central line

Service Status	MINOR DELAYS				
FACTORS	Trains between White City - Leytonstone		Trains between Leytonstone - Epping / Hainault and White City - West Ruislip / Ealing Broadway		Hainault - Woodford
	Core Times	Other Times	Core Times	Other Times	All times
Headways	2x normal lasting >10 mins	3x normal lasting >10 mins	2x normal (not consecutive cancellations)	3x normal (not consecutive cancellations)	1x train cancelled
Trains Moving Slowly	>10 mins of blocking back with 2x normal headway	>10 mins of blocking back with 3x normal headway	>15 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	
Stoppage / Sit Down	Between 5-10 mins	Between 5-10 mins	Sit-down >10 mins: advise minor delays until gap regulated	Sit-down >15 mins: advise minor delays until gap regulated	
% of Scheduled Trains In Service	Between 80–90%	Between 75–85%	Between 80–90%	Between 75–85%	

Service Status	SEVERE DELAYS				
FACTORS	Trains between White City - Leytonstone		Trains between Leytonstone - Epping / Hainault and White City - West Ruislip / Ealing Broadway		Hainault - Woodford
	Core Times	Other Times	Core Times	Other Times	All times
Headways	3x normal lasting >10 mins	4x normal lasting >10 mins	3x normal or there are >3 consecutive cancellations	4x normal or there are >3 consecutive cancellations	2x trains cancelled
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	
Stoppage / Sit Down	>10 mins	>10 mins	> 20 mins	> 20 mins	
% of Scheduled Trains In Service	<80%	<75%	<80%	<75%	

Service Status	SUSPENDED OR PART SUSPENDED
FACTORS	Declared when no movement of trains for 15 mins or more

Service Status	GOOD SERVICE
FACTORS	Declared when none of the factors are affected

Service Status	INITIAL SERVICE ALERT
ISA	<p><b>May be issued where stoppage anticipated to last 5 mins or less</b></p> <p>5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins</p> <p><i>Exceptionally, an ISA may be allowed to run for up to 15 minutes on the Epping branch and Hainault loop only. The NIM and LIS will agree if this is appropriate.</i></p>

### Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
<b>CORE: White City - Leytonstone</b>			
Train(s) at a stand	Trains at a stand for 20 - 29 mins	Trains at a stand for 30 - 39 mins	Trains at a stand for 40 mins or more
Gap in service	Gap in service of 20 - 29 mins	Gap in service of 30 - 39 mins	Gap in service of 40 mins or more
Cancellation(s) - Full or part	2 consecutive trains cancelled through core	3 consecutive trains cancelled through core	4 consecutive trains cancelled through core
<b>BRANCHES: Ealing Broadway - White City and Leytonstone - Loughton / Hainault</b>			
Train(s) at a stand	<i>Minor delays are <b>not declared</b> on branch lines: gaps in service of up to 39 minutes are advertised as 'good service'.</i>	Trains at a stand or likely to be at a stand for 40 - 59 mins	Trains at a stand or likely to be at a stand / for 60 mins or more
Gap in service		Gap in service or likely to be a gap in service of 40 - 59 mins	Gap in service or likely to be a gap in service of 60 mins or more
Cancellation(s) - Full or part		2 consecutive trains cancelled on branch	3 consecutive trains cancelled on branch

**NOTES:** CORE TIMES are weekdays between 0700-0930 and 1630-1900 / NIGHT TUBE STATUS applies between 00:45 - 05:15 Friday night and 00:45 - 06:45 Saturday night

## Circle and Hammersmith & City lines

Service Status <b>MINOR DELAYS</b>		
FACTORS	Circle line	Hammersmith & City line
	All Times	All Times
Headways	2 x consecutive cancellations	2 x consecutive cancellations
Trains Moving Slowly	3 x normal headway	3 x normal headway
Stoppage / Sit Down	Between 10-15 mins	Between 10-15 mins
% of Scheduled Trains In Service	Between 70–85%	Between 70–85%

Service Status <b>SEVERE DELAYS</b>		
FACTORS	Circle line	Hammersmith & City line
	All Times	All Times
Headways	3 x consecutive cancellations	3 x consecutive cancellations
Trains Moving Slowly	>4 x normal headway	>4 x normal headway
Stoppage / Sit Down	Between 15-20 mins (if suspension not declared)	Between 15-20 mins (if suspension not declared)
% of Scheduled Trains In Service	<70%	<70%

Service Status <b>SUSPENDED OR PART SUSPENDED</b>	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status <b>GOOD SERVICE</b>	
FACTORS	Declared when none of the factors are affected

Service Status <b>INITIAL SERVICE ALERT</b>	
ISA	<b>May be issued where stoppage anticipated to last 5 mins or less</b> 5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

**NOTES:** CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow e.g. football, concert)

## District line

### Service Status **MINOR DELAYS**

FACTORS	Trains between Earl's Court - Barking		Trains between Earl's Court - Ealing Broadway / Richmond /Wimbledon and Barking - Upminster	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal or 2x consecutive cancellations	2x normal or 2x consecutive cancellations
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%	Between 75–85%	Between 70–85%

### Service Status **SEVERE DELAYS**

FACTORS	Trains between Earl's Court - Barking		Trains between Earl's Court - Ealing Broadway / Richmond /Wimbledon and Barking - Upminster	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20mins	3x normal or there are >3 consecutive cancellations	3x normal or there are >3 consecutive cancellations
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform
Stoppage / Sit Down	>10 mins	>15 mins	Between 15 - 20 mins	Between 15 - 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

### Service Status **SUSPENDED OR PART SUSPENDED**

FACTORS	Declared when no movement of trains for 15mins or more
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### Service Status **GOOD SERVICE**

FACTORS	Declared when none of the factors are affected
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### Service Status **INITIAL SERVICE ALERT**

ISA	<b>May be issued where stoppage anticipated to last 5 mins or less</b> 5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.
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**NOTES:** CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow e.g. football, concert)

## Jubilee line

Where advertised, delays will be limited to the following sections where possible: Stanmore - Wembley Park | Wembley Park - Green Park | Green Park - North Greenwich | North Greenwich - Stratford

Peak times: 0700 - 0930 and 1630 - 1900, Monday - Friday or other time with major event on line, Night Tube: 0045 - 0515 Friday nights, 0045 - 0645 Saturday nights, Off-Peak: all other times

### For incidents which cause the train service to stop

	Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Length of stoppage	5 mins or less	Between six and ten minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes
	Off-Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Length of stoppage	8 mins or less	Between 8 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes

### For incidents which cause the train service to move more slowly than usual (track failure, defective train in RM, etc.)

	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
<b>NORMAL OPERATIONS</b> Increase in journey time between stations*	Up to twice scheduled journey time	Twice the scheduled journey time	Three times the scheduled journey time	Consider if over four times or more than scheduled journey time

\* When a failure occurs, determine the increase in journey time by using Tracknet to determine the journey time. The train should be tracked from the point where it departs the station two stations before the failure until it arrives at the second station after the failure. Compare this to the parameters above to determine the delays. (E.g. for a failure at Baker Street: measure journey time from Swiss Cottage - Green Park).

### Gaps in service - may be a result of fewer trains in service or because the controller is turning trains short, there may be extended intervals on a particular section of the line

	Peak Times		Off Peak Times	
	Minor Delays	Severe Delays	Minor Delays	Severe Delays
Headway	5 - 10 minutes	Greater than 10 minutes	9 - 15 minutes	Greater than 15 mins

### Initial Service Alert

May be issued where stoppage anticipated to last 5 mins or less

5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

### Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
Train(s) at a stand	Trains at a stand for <b>over 20</b> minutes	Trains at a stand for <b>over 30</b> minutes	Trains at a stand for <b>over 40</b> minutes
Gap in service	Gap in service <b>over 20</b> mins	Gap in service <b>over 30</b> mins	Gap in service <b>over 40</b> mins
Cancellation(s) - Full or part	2 consecutive trains cancelled	3 consecutive trains cancelled	4 consecutive trains cancelled

Where a delay is declared, the line status must be reviewed no less than every fifteen minutes.

## Metropolitan line

Service Conditions	Declared Status	Customer Message
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### Amersham branch

1 x cancellation	Minor delays: Moor Park - Amersham	Minor delays between Moor Park and Amersham due to train cancellations*. The next departure from Amersham will be at XX:XX approx. (State service level on the rest of the line)
2 or 3 consecutive cancellations	Severe delays: Moor Park - Amersham	Severe delays between Moor Park and Amersham due to train cancellations*. The next departure from Amersham will be at XX:XX approx. (State service level on the rest of the line)
4 or more consecutive cancellations	Part suspended: Moor Park - Amersham	No service between Moor Park and Amersham due to train cancellations*. The next departure from Amersham will be at XX:XX approx. (State service level on the rest of the line)

### Chesham branch

1 x cancellation	Minor delays: Moor Park - Chesham	Minor delays between Moor Park and Chesham due to train cancellations*. The next departure from Chesham will be at XX:XX approx. (State service level on the rest of the line)
2 or 3 consecutive cancellations	Severe delays: Moor Park - Chesham	Severe delays between Moor Park and Chesham due to train cancellations*. The next departure from Chesham will be at XX:XX approx. (State service level on the rest of the line)
4 or more consecutive cancellations	Part suspended: Moor Park - Chesham	No service between Moor Park and Chesham due to train cancellations*. The next departure from Chesham will be at XX:XX approx. (State service level on the rest of the line)

### Watford branch

2 x consecutive cancellations at <b>peak</b> times <sup>^</sup> 1 x cancellation at <b>off peak</b> times <sup>^</sup>	Minor delays: Moor Park - Watford	Minor delays between Moor Park and Watford due to train cancellations*. (State service level on the rest of the line)
3 x consecutive cancellations at <b>peak</b> times <sup>^</sup> 2 or 3 x consecutive cancellations at <b>off peak</b> times <sup>^</sup>	Severe delays: Moor Park - Watford	Severe delays between Moor Park and Watford due to train cancellations*. The next departure from Watford will be at XX:XX approx. (State service level on the rest of the line)
4 or more consecutive cancellations	Part suspended: Moor Park - Watford	No service between Moor Park and Watford due to train cancellations*. The next departure from Watford will be at XX:XX approx. (State service level on the rest of the line)

***In instances where a partial suspension is declared on a branch, the status should change to minor / severe delays or good service (as appropriate) when the first train to serve the branch departs Moor Park northbound***

\* 'train cancellations' in the above messages may be replaced with other appropriate reasons as listed in Customer Facing Language document

<sup>^</sup> peak times on Watford branch = 07.00 to 0900 and 16.30 to 1900, Monday to Friday excluding bank holidays

### Uxbridge / Moor Park - Baker Street and Aldgate

2 x normal headway or up to 10 minute stoppage	Minor delays	Message as per Customer Facing Language document.  Where appropriate, state limit of the delays if not applicable to the whole line (e.g.: minor delays between Uxbridge and Baker Street due to .....
3 - 4 x normal headway or greater or up to 15 minute stoppage	Severe delays	
> 15 minute stoppage	Part suspended / suspended	

# Northern line

Where advertised, delays will be limited to the following sections where possible:

Camden Town - Edgware | Camden Town - High Barnet / Mill Hill East | Camden Town - Kennington (via Bank or Charing Cross) | Kennington - Morden | Kennington - Battersea Power Station

Peak times: 0700 - 0930 and 1630 - 1900, Monday - Friday, Night Tube: 0045 - 0515 Friday nights, 0045 - 0645 Saturday nights, Off-Peak: all other times

## For incidents which cause the train service to stop

	Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Or Actual Length of stoppage	6 mins or less	Between 6 and 10 minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes
	Off-Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Or Actual Length of stoppage	8 mins or less	Between 8 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes

## For incidents which cause the train service to move more slowly than usual (track failure, defective train in RM, etc.)

	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
<b>NORMAL OPERATIONS</b> Increase in journey time between stations*	Up to 2 times scheduled journey time	2 times the scheduled journey time	3 times the scheduled journey time	Consider if over 4 times or more than scheduled journey time

\* When a failure occurs, determine the increase in journey time by using Tracknet to determine the journey time. The train should be tracked from the point where it departs the station two stations before the failure until it arrives at the second station after the failure. Compare this to the parameters above to determine the delays. (E.g. for a failure at Old Street: measure journey time from King's Cross - Bank).

## Gaps in service - may be a result of fewer trains in service or if the controller is turning trains short, there may be extended intervals on a particular section of the line

	Peak Times		Off Peak Times	
	Minor Delays	Severe Delays	Minor Delays	Severe Delays
Headway	2 - 3 times timetable headway	Greater than 3 times timetable headway	3 - 4 times timetable headway	Greater than 5 times timetable headway

## Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
Train(s) at a stand	Trains at a stand for <b>over 20</b> minutes	Trains at a stand for <b>over 30</b> minutes	Trains at a stand for <b>over 40</b> minutes
Headway	2 times timetable headway	3 times timetable headway	4 times timetable headway

Where a delay is declared, the line status must be reviewed no less than every fifteen minutes.

Where a terminal station is closed, the line status should show 'part suspended' between the terminal station and the station at which customers are being detrained.



# Piccadilly line

Where advertised, delays will be limited to the following sections if appropriate:

Acton Town - Heathrow Airport / Uxbridge | Acton Town - Arnos Grove | Arnos Grove - Cockfosters

## For incidents which cause the train service to stop - predicted or actual length of stoppage on section

	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Arnos Grove - Acton Town	6 mins or less	Between 7 and 10 minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes
Acton Town - Heathrow / Uxbridge	9 mins or less	Between 10 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes
Cockfosters - Arnos Grove	9 mins or less	Between 10 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes

## For incidents which cause the train service to move more slowly than usual (track failure, defective train, etc.)

	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Increase in journey time between stations*	Up to 2 times scheduled journey time	3 times the scheduled journey time	4 times the scheduled journey time	Consider if over 4 times or more than scheduled journey time

\* When a failure occurs, determine the increase in journey time by using Tracknet to determine the journey time. The train should be tracked from the point where it departs the station two stations before the failure until it arrives at the second station after the failure. Compare this to the parameters above to determine the delays. (E.g. for a failure at Knightsbridge: measure journey time from Gloucester Road - Green Park).

## Gaps in service - may be a result of fewer trains in service, if the controller is turning trains short or there may be extended intervals on a particular section of the line

	Minor Delays	Severe Delays
Headway	2 - 3 times timetable headway	Greater than 3 times timetable headway

## Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
Train(s) at a stand	Trains at a stand for <b>over 20</b> minutes	Trains at a stand for <b>over 30</b> minutes	Trains at a stand for <b>over 40</b> minutes
Headway	2 times timetable headway	3 times timetable headway	4 times timetable headway

Where a delay is declared, the LUCC and Service Control teams should agree the milestones at which service status will be reviewed.

Where a terminal station is closed, the line status should show 'part suspended' between the terminal station and the station at which customers are being detained.

## Victoria line

Core times: 0700 - 0930 and 1630 - 1900 weekdays, Night Tube: 0045 - 0515 Friday night / 0045 - 0645 Saturday night, Other times - all other times

### Service Status MINOR DELAYS

	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway
Stoppage / Sit Down	Up to 5 mins	Up to 10 mins
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%

### Service Status SEVERE DELAYS

	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins
% of Scheduled Trains In Service	<75%	<70%

### Service Status SUSPENDED OR PART SUSPENDED

At all times
Declared when no movement of trains for 15 minutes

### Service Status GOOD SERVICE

At all times
Declared when none of the factors are affected

### Service Status INITIAL SERVICE ALERT

At all times
May be issued where stoppage anticipated to last 5 mins or less 5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

### Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
Train(s) at a stand	Trains at a stand for <b>over 20</b> minutes	Trains at a stand for <b>over 30</b> minutes	Trains at a stand for <b>over 40</b> minutes
Gap in service	Gap in service <b>over 20</b> mins	Gap in service <b>over 30</b> mins	Gap in service <b>over 40</b> mins
Cancellation(s) - Full or part	2 consecutive trains cancelled	3 consecutive trains cancelled	4 consecutive trains cancelled

Where a delay is declared, the line status must be reviewed no less than every 15 minutes

## Waterloo & City line

### Service Status **MINOR DELAYS**

Core Time (08.00 - 09.00 and 17.30 - 18.30, Mon - Fri only)	Other Times
1 x cancellation	2 x cancellations

### Service Status **SEVERE DELAYS**

Core Time (08.00 - 09.00 and 17.30 - 18.30, Mon - Fri only)	Other Times
2 x cancellations	3 x cancellations

### Service Status **SUSPENDED**

<b>At all times, anywhere across the line</b>
Declared immediately when: Person under a train No movement for 15 mins or more Derailment on running line

### Service Status **GOOD SERVICE**

FACTORS	Declared when none of the factors are affected
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### Service Status **INITIAL SERVICE ALERT**

ISA	<b>May be issued where stoppage anticipated to last 5 mins or less</b> 5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.
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